Dept Name: Building
Process Name: Permit Issue
Use Case Number: BD023 (BD-PI-02)
Created by (BA/BL/SME): Nan Riepenhoff

Use Case Name: Apply Project Fees

Level:

Description: Permit staff determines which fee types are required for the project and attaches those fees to the project.

Precondition: An application must be created in the system, fee components and calculation factors configured based on fee structures.

Primary Actor: Permit staff

Secondary Actor: System

Related Use Case(s):
BD030-Create New Online Application
BD046-Permit Issue - Use Case

Success: All appropriate fees and charges are applied to a project and are ready to be received.

Actor	System	Rate
1. Permit staff reviews project documents to determine applicable fees.		
2. Permit staff enters project number into system and selects option to add fees.	3. System displays project data and applicable fees as determined by project type.	
4. Permit staff select fee types to add.	5. System prompts user to populate unit or component information on all fee types requiring that data.	
6. Permit staff enters unit/component data.	7. System uses predefine calculation factors, calculates fees, and saves. Prompts user to provide project value.	
8. Permit staff enters project value.	9. System calculates permit and plan review fee based on project valuation and project type, and saves.	

Business Rules:
Fees are applied to projects as dictated by Clark County Administrative Code Title 22.

Design:

- Fee types are associated with project types at project type configuration level to establish a default template for the application of fees. System must allow user to add fee types to projects that are not set up as default fee charges.
- System must allow for fee types to be calculated as incremental, escalating, or flat rate.
- Each fee code is associated with an account and distribution fund.
- System must allow for payment of fee types to be designated as required at specific points within the workflow process (ex: plan revision fees must be paid prior to release of certificate of occupancy).
- System must allow designation for whether or not fees are payable online.
- System must be able to attach fees at the project, permit or inspection level.
- System must be able to designate party responsible for fee payment (ex: electrical inspection penalty fee is associated with the project electrical contractor).
- System must allow for overpayment of one fee type to be applied to the outstanding balance of

another fee type.

- System must be able to calculate Plan check fees as a percentage of the Permit fee, based on permit type (i.e. 65% for building permit types, 25% for trade permit types, etc.)
- System must allow for the calculation of trade permit fees based on 1) building permit value, 2) fixture count, or 3) a percentage of building permit fee.
- Building permit fees shall be calculated systematically, based on project value as shown in the example table below. These factors and component charges must be modifiable to accommodate fee changes and new code adoptions:

CALCULATED FIGURES ARE BASED ON CLARK COUNTY CODE, TITLE 22, CHAPTER(S) 22.02.520 (A), (B) & (C)

$.00 - $500	**=**	**$54.00 base permit fee.**
$501 - $2,000	**=**	**$54.00 for the first $500 plus $1.68 per hundred.**
$2,001 - $25,000	**=**	**$79.25 for the first $2,000 plus $7.37 per thousand.**
$25,001 - $50,000	**=**	**$248.78 for the first $25,000 plus $4.73 per thousand.**
$5,001 - $100,000	**=**	**$366.90 for the first $50,000 plus $3.40 per thousand.**
$100,001 & up	**=**	**$537.00 for the first $100,000 plus $2.93 per thousand.**

Dept Name: **BUILDING**
Process Name: Complaints/Code Enforcement
Use Case Number: BD024
Created by (BA/BL/SME): Nan Riepenhoff, Tarri Shank, Bob Lasham, Tracey Fernelius

Use Case Name: Case Inspection, Follow-up, Maintenance
Level:
Description: Case is researched, inspected, tracked and monitored
Precondition: Case created
Primary Actor: Permit tech, Inspector, Inspector supervisor, Complainant
Secondary Actor: System
Related Use Case(s): BD031-Create Notice use case BD053-Submit Case Online BD044-Pay fees online use case
Success:

Actor	System	Rate
1. Inspector receives 'new case' task and hard copy file, and reviews case.	2. System displays case data, due dates, and next steps actions as defined by case type configuration.	
3. Inspector selects 'view location history' from next steps action types.	4. System displays listing of all cases and building permit activity (with status) for location(s). System prompts 'initial research' task for inspector.	
5. Inspector documents research finding and completes 'initial research' action.	6. System saves research findings and updates initial research action as complete, saving date, time, and user information. Prompts user to create/schedule next action task from defined action options.	
7. Inspector selects 'contact complainant' action task from list options.	8. System creates 'contact complainant' action task	
9. Inspector contacts complainant or case contact person for additional information and to schedule access to case location, completes action.	10. System updates contact complainant task status to complete, saves date, time, and user information. Prompts user to create/schedule next action task from defined action options.	
11. Inspector selects 'schedule site inspection' action task from list options.	12. System creates schedule site inspection task and prompts user to enter scheduled inspection date.	
13. Inspector enters inspection date.	14. System saves inspection date, and creates site inspection task for the inspector on that date.	
15. Inspector receives 'site inspection task' on scheduled date		
16. Inspector performs site inspection, results inspection and documents findings.	17. System saves inspection result and prompts user to select 'create notice task'.	
18. Inspector Creates Notices. Copy of notice printed and saved in hard copy file.	19. System saves notices, updates create notice task to status complete, and prompts user to create/schedule next action task from defined action options	

20. Inspector selects 'assess case fees' action task from list selection.	21. System displays listing of applicable fees and prompts user to select/create fees.	
22. Inspector adds fees to case. Updates hard copy file.	23. System saves fees and updates 'assess case fees' task status to complete. Prompts user to create 'fee due notification' task.	
24. Inspector selects 'create fee due notification'. Notifies complainant of fees due.	25. System attaches a 'fee due notification' to the case location. Changes status of create fee due notification to complete, and prompts user to create/schedule next action task from defined action options.	
26. Complainant Pays Fees	27. System saves payment information, prints receipt, and removes fee due notification from location record.	
28. Inspector selects 'schedule follow up' action task from list selection.	29. System creates schedule follow up task and prompts user to enter follow up date.	
30. Inspector enters follow up date.	31. System saves follow up date, and creates follow up task for the inspector on that date.	
32. Inspector receives follow up task on appointed date.		
33. Inspector performs follow up functions, documents findings, and completes follow up task. Updates hard copy file.	34. System saves data, updates follow up task status to complete and prompts user to create/schedule next action task from defined action options.	
35. Inspector selects 'close case' action task from list options.	36. System prompts user to enter resolution permit number, disposition data, and case summary.	
37. Inspector enters resolution permit number, disposition data, and case summary. Contacts complainant to inform them of case disposition.	38. System saves case closure data and creates 'closure review' task.	
39. Inspector makes appropriate documentation updates in hard copy file and deliver file to Inspector supervisor.		
40. Inspection supervisory group receive closure review task.		
41. Inspection supervisor reviews case findings, dispositions, data and narratives. Determines case is appropriate for closure. Change case status to closed.	42. System updates 'closure review' task to complete and saves case closed status.	
43. Inspection supervisor queries number of active cases per assigned inspector.	44. System displays listing of complaint cases in active status.	
Alternate Path 1:		
1.1 At step 7, complaint has been submitted anonymously and no contact can be made. Skip to step 11 to resume		

main path.		
Alternate Path 2:		
2.1 At step 11, inspector makes unannounced site visit. Skip to resume path at step 16.		
Alternate Path 3:		
3.1 At step 33, case is not ready to close and issues are not resolved. Restarts main path at step 28.		
Alternate Path 4:		
4.1 At step 26, fees are not paid.	4.2 System displays 'fees due notification' and prohibits the issuance of permits for permit location until fees are paid.	
Alternate Path 5:		
5.1 At step 41, Inspection supervisor rejects case closure, and provides reasons for rejection.	5.2 System saves narrative and updates 'closure review' task status as 'rejected'. System creates new 'follow up task' for assigned inspector.	
5.3 Inspector receives 'follow up' task with follow up items noted by supervisor. Resumes main path at step 28.		

Business Rules:

- Action tasks may have prerequisite action tasks.
- Due dates for initial responses are determined by triage level assigned by Inspector Supervisor.

Design:

- At step 4, listing display has drill down capabilities to perform research on associated cases and permit applications.
- At step 24, fee due notification is attached to the parcel locations associated with the case. The notification includes the case number, notice number, fee amount due, and fee type.
- Action types may be configured to have multiple occurrences or single occurrence per case.
- Required action types to be listed sequentially, and display available options according to fulfillment of prerequisite actions.
- Cases and case data may be designated public or private.
- At step 44, display lists all open and active cases associated with specified inspector with drill down capabilities.

Security Requirement(s):

Data Retention:

All created Notices should be automatically retained as a document associated with the case number in the document imaging system.

Search Criteria:

Comments:

Dept Name: BUILDING
Process Name: WEB SERVICES
Use Case Number: BD025 (BD-WEB-07)
Created by (BA/BL/SME): Nan Riepenhoff

Use Case Name: Check Plan Status Online		
Level:		
Description: Customer uses online web services to check plan review or permit status for development projects.		
Precondition: Existing project number		
Primary Actor: Customer		
Secondary Actor: System		
Related Use Case(s): BD029-Create Contractor Account BD032-Create Project Number		
Success: Customer is able to determine the disposition of a submitted project and determine next steps without assistance from Building Department staff.		
Actor	**System**	**Rate**
1. Customer obtains new project number and submits plans.		
2. Customer accesses department web site/web service and select 'Check Plan Review Status' option.	3. Web service prompts user to enter project number	
4. Customer enters project number.	5. System accesses database and displays a 'project home page'.	
6. Customer selects option to Check Plan Review Status.	7. System returns plan review status information.	
8. Customer selects 'correction notices' option.	9. System returns listing of correction letter/requests.	
10. Customer selects correction letter.	11. System opens notice in printable pdf format.	
Alternate Path 1:		
1.1 At step 4, customer doesn't have project number.	1.2 System prompts user to search for project number by address or owner name.	
1.3 Customer selects search method and enters the required information.	1.4 System searches database for matches and returns project description and project number for validation.	
1.5 Customer validates and selects project.	1.6 Return to the main path at step 5.	

Design:

- At step 5, project home screen is the primary display after number validation. Gives snapshot of fees due, last actions taken, project location, project type, associated names (contact person name, project name, business name, contractor name, etc.). Also provides listing of web service options (i.e. schedule inspection, check plan status, check fees due, etc.).
- At step 7, screen displays each agency review and most current status with drill down capabilities for detailed status description (including plan reviewer name and contact information). Also displays a 'correction requests' button (with an in-basket type feature showing how many correction notices have been requested).
- At step 9, system lists correction requests in order of newest to oldest, identified by requesting

agency or reviewer. Each listed request is linked to a pdf version of the notice.

Dept Name: BUILDING
Process Name: Web Services
Use Case Number: BD026 (BD-WEB-05)
Created by (BA/BL/SME): Nan Riepenhoff

Use Case Name: Create and Maintain Escrow Account Online		
Level:		
Description: Contractors with active Contractor accounts create escrow accounts, make deposits, pay fees and view transactions associated with the escrow account.		
Precondition: Active Contractor Account		
Primary Actor: Customer		
Secondary Actor: System		
Related Use Case(s): BD029-Create Contractor Account BD044-Pay fees online use case		
Success: New escrow account is created and maintained online		
Actor	**System**	**Rate**
1. Contractor logs into Contractor account.	2. System displays Contractor account information.	
3. Contractor selects option to Create Escrow account.	4. System verifies that contractor record is valid for escrow account creation, prompts user to provide escrow contact person information.	
5. Customer provides name, phone, email, and mailing address for contact person.	6. System saves 'Escrow Contact', and prompts user to 'Make Deposit'.	
7. Customer enters credit card data and amount to apply to escrow account.	8. System validates payment via third party payment processor and applies to escrow account.	
9. Customer views 'Fees Due' and selects option to make payment.	10. System recognizes an escrow account exists for contractor record and lists 'Apply to Escrow Account' as a payment option.	
11. Customer selects 'Apply to Escrow Account' as a payment option.	12. System verifies that payment amount is less than escrow account balance, processes payment, displays confirmation of payment and new escrow account balance.	
	13. System displays option to print transaction receipt.	
14. Customer selects option to print receipt.	15. System displays printable receipt for printing.	
Alternate Path 1:		
	1.1 At step 4, Contractor account is not eligible for escrow account. System displays message and returns to Contractor account main page.	
Alternate Path 2:		
	2.1 At step 8, payment cannot be processed and system displays 'failed transaction' message. System does not apply payment and returns to Contractor account main page.	

Alternate Path 3:		
	3.1 At step 12, escrow account balance is less than transaction amount. System displays 'insufficient balance' message and returns to Fees Due screen.	
Business Rules: Escrow account balance must be more than payment transaction amount; no deficit account balance is allowed.		
Design: Fee types are configurable to allow/disallow online payment. Only Contractor accounts that are flagged as allowable for escrow processes are given the option to 'Create Escrow Account'.		
Reporting: Daily online transaction batch statement: To be used for daily reconciliation of online transactions. Month end transaction detail: Provide month end fee distribution and accounting data. Escrow account statements: Statements of account sent monthly electronically listing all account activity and current balance.		
Data Retention: N/A		
Comments:		

Dept Name: BUILDING
Process Name: Resort Investigation
Use Case Number: BD027 (BD-RI-01)
Created by (BA/BL/SME): Nan Riepenhoff

Use Case Name: Create and Maintain New Resort Project		
Level:		
Description: At the initiation of a new resort investigation, a project number is assigned to track and monitor all time, research, inspection, fee charges, and corrective action activity associated with the periodic investigation.		
Precondition: Property that is zones and permitted as Resort		
Primary Actor: Permit staff, Inspector, Inspector Supervisor		
Secondary Actor: System		
Related Use Case(s): BD055-Time Sheet Entry for property inspections use case BD040-Invoice Customer after Property Inspection use case		
Success: A unique project number is assigned to a resort property to remain open and accessible throughout the duration of the resort investigation. At the completion of the investigation, a certificate of compliance is issued to the resort property.		
Actor	**System**	**Rate**
1. Inspector Supervisor provides required data and directs Permit staff to create a new resort project for a specific property that is zoned resort.		
2. Permit staff access system and select create new Resort project number.	3. System prompts user to enter property location, contact person information, property name and billing fee structure.	
4. Permit staff provides required data.	5. System saves data and creates unique project number.	
6. Permit staff give new project number to requesting Inspection Supervisor.		
7. Inspection Supervisor determines property assignment based on inspector workload. Accesses system and enters project number, selects 'Make Assignment'.	8. System displays assignment task and prompts user to provide 'assigned to' information.	
9. Inspection Supervisor selects inspector names from the list provided.	10. System saves assigned inspector name and creates 'research property' task for the assigned inspector.	
11. Inspector receives 'research property' task and performs required research, enters research hours on Time sheet. (see Time Sheet Entry use case)	12. System closes task and calculates and saves research hourly fees.	
13. Inspectors perform daily inspection/investigation duties and log inspection activity, enter inspection hours on Time Sheet. (see Time Sheet Entry use case)	14. System saves logged inspection activity and calculates and saves investigation hourly fees.	

15. Inspectors create violation or correction notices with 'due dates' within investigation log entries for property as violations are found. Inspector	16. System saves notices to project with status 'issued', saves due date, systematically assigns notice number, and emails to customer/contact.	
	17. System creates follow-up 'check status' task for assigned inspector on notice due date.	
18. Permit staff follow procedures outlined in Invoice Customer after Inspection use case concurrently with the inspection process.		
19. Inspector receives check status task, reviews and updates notice with details or extension information, and changes status accordingly.	20. System saves updates, records status changes, and emails updated notice to customer/contact.	
21. Inspector verifies that all areas are inspected, approved, and all notices are resolved. Changes project status to complete.	22. System verifies no outstanding fees and prompts user to Print Certificate of Approval.	
23. Inspector verifies that all required data is entered and accurate in appropriate fields, and selects Print Certificate.	24. System creates and prints certificate, sends electronic copy to customer and to Document Imaging system (file360).	
	25. System closes project number.	
Alternate Path 1:		
1.1 At step 18, Inspector finds all notice issues resolved, adds resolution data to the notice, and updates notice status to resolved.	1.2 System saves updates, changes status to resolved, sends electronic copy to customer and to Document Imaging system (file360)	
Alternate Path 2:		
2.1 At step 21, fees are outstanding. System will not allow printing of certificate or closing of project.	2.2 System generates fees due email notice to customer.	
2.3 Permit staff follow Invoice Customer use case for billing resolution.	2.4	
Business Rules: At step 3, Inspection supervisor provides property address, contact person information, property name, and billing fee structure.		
Design: At step 19, check status task provides notice number, description and link to notice. At step 23, data required for certificate includes property name, original code year, and newer construction square footage with code year. At step 21, listing may be generated of outstanding notices with due dates. All notices are systematically assigned a number, based on the notice type and trade as configured.		

Dept Name: BUILDING
Process Name: Occupancy Certificates
Use Case Number: BD028 (BD-OC-01)
Created by (BA/BL/SME): Nan Riepenhoff

Use Case Name: Create Certificate of Occupancy		
Level:		
Description: At the completion of new construction, a certificate is generated to certify completion of construction and occupancy specifications.		
Precondition: Approved clearances and final inspections, paid in full status, no outstanding plan revisions		
Primary Actor: Inspector, Permit Specialist, Permit Specialist Supervisor		
Secondary Actor: System		
Related Use Case(s): BD049-Result Inspections Use Case		
Success: Issued and printed Certificate		
Actor	**System**	**Rate**
1. Inspector approves final building inspection. See Result Inspection use case	2. System saves final inspection approval data and verifies that the project/application type requires a certificate upon completion.	
	3. System validates that all project permits are in final approval status.	
	4. System verifies that no project fees are outstanding.	
	5. System generates daily list (batch) of projects that are eligible for certificate generation and creates task for designated Permit Specialist or Permit Specialist Supervisor, 'Create Certificates'.	
6. Permit Specialist receives 'Create Certificate' task. Opens task to display listing.	7. System displays listing (batch) of projects with drill down capability.	
8. Permit Specialist spot checks listing and verifies completed data fields, and then selects 'Print All'.	9. System creates appropriate certificate documents and sends to designated print queue, and then updates project status to 'Certificate Issued'.	
	10. System sends certificate documents to Document Imaging System for automated indexing and storage.	
Alternate Path 1:		
	1.1 At step 3, system recognizes a project permit that has not been approved for final inspection.	
	1.2 System generates email to customer notifying them of outstanding inspections to resolve prior to issuance of certificate of occupancy.	
Alternate Path 2:		

	2.1 At step 4, system recognizes that project fees are outstanding.	
	2.2 System generates email to customer notifying them of outstanding fees to pay to issuance of certificate of occupancy.	
Business Rules: Certificates may not be issued if fees, inspections, or agency/department approvals are outstanding.		
Design: • At step 3, required certificate types are designated to project/application types through system configuration. • At step 8, listing displays required certificate type and project data (project type, occupancy, etc.).		

Dept Name: BUILDING
Process Name: Web Services
Use Case Number: BD029 (BD-WEB-03)
Created by (BA/BL/SME): Nan Riepenhoff

Use Case Name: Create Contractor Account
Level:
Description: Licensed contractor creates online account
Precondition: Contractor has obtained proper licensing from Nevada State Contractor's Board and Business License, and that information has been passed to permitting system.
Primary Actor: Contractor
Secondary Actor: System
Related Use Case(s): BD039-Inspection Scheduling Use Case BD025-Check Plan Status Online BD-WEB-07 BD035-Electronic permit use case BD026-Create and Maintain Escrow Account use case BD030-Create New Online Application
Success: An active contractor has been created wherein contractor may view all associated project data and quickly access online services for those projects.

Actor	System	Rate
1. Contractor selects 'Create Contractor Account' from website options.	2. System requests contractor/business name.	
3. Contractor provides business name.	4. System displays matches from contractor database.	
5. Contractor selects appropriate name.	6. System asks for state contractor number and business license number for verification from user.	
7. Contractor provides state contractor license number and business license number.	8. System validates account and prompts user to create contact profile. Prompts user to create unique user name and password.	
9. Contractor provides username and password.	10. System saves username and password, prompts user to provide password recovery questions and answers.	
11. Contractor provides password/account recovery questions and answers.	12. System saves password recovery data, and prompts user to provide contact profile.	
13. Contractor provides contact name, phone and email address data.	14. System saves contact profile and displays message that activation email will be sent to the email address provided.	
	15. System generates email to address provided with embedded link to 'activate account sign on' screen.	
16. Contractor receives activation email and clicks on link to activate account.	17. System displays 'activate account' sign on screen and prompt user to provide user name and password.	
18. Contractor provides username and password.	19. System validates username and password, and activates Contractor account.	
	20. System chronologically lists all 'open' projects associated with contractor record,	

	and option to view 'closed' projects.	
21. Contractor opens project and selects Schedule Inspection.		
22. Contractor opens project and selects Check Plan Review Status.		
23. Contractor selects option to Obtain Online Permit.		
24. Contractor Create and Maintain Escrow Account Online.		
Alternate Path 1:		
	1.1 At step 8, system can't validate contractor license numbers. Prompts user to retry or contact governing license bureau.	
Alternate Path 2:		
2.1 At step 18, Contractor does not provide correct username or password.	2.2 System displays option to retry or utilize account help.	
2.3 Contractor requests username/password help.	2.4 System displays password recovery questions.	
2.5 Contractor provides answers to recovery questions.	2.6 System displays message that account info will be sent to the email address on file. Emails user name and password data.	
2.7 Contractor resumes activation sign on at step 18.		

Business Rules:

- Only contractors with licenses in active status in both Nevada State Contractor's and Business License may create contractor account.

Design:

- At step 20, all projects listed have 'drill down' capability and may be opened for maintenance, scheduling, and status check.
- At step 5, system displays message at bottom of screen 'if name doesn't display, verify contractor status with Nevada State Contractor's Board and governing Business License Jurisdiction.

Reports:

Contractor listing report: Displays all projects associated with Contractor record for date parameters provided. Detail or Summary option.

Fees due report: Lists all outstanding fees and fee details associated with Contractor record.

Inspection history report: Lists all inspections with dates, outcomes and project information for requested projects

Data Retention: N/A

Dept Name: BUILDING
Process Name: Electronic Plan Submission
Use Case Number: BD030
Created by (BA/BL/SME): Nan Riepenhoff

Use Case Name: Create Online Application
Level:
Description: Applicant applies for a new plan review online
Precondition: Address within jurisdictional boundaries, Application type allowable for electronic submission, valid contractor account
Primary Actor: Applicant, Permit Specialist
Secondary Actor: System
Related Use Case(s): BD054-Submit Plans Online BD029-Create Contractor Account
Success: New application number is created through an online process

Actor	System	Rate
1. Applicant selects 'Create New Online Submittal' from the Department website.	2. System opens new page and prompts user to select application location (methods available address, parcel, owner name, or select geographic location).	
3. Applicant selects method and provides location data.	4. System verifies that the location provided is within jurisdictional boundaries, retrieves location data from the Assessors records, and returns listing of matching values.	
5. Applicant makes location selection.	6. System saves location selection.	
	7. System verifies location eligibility for application activity (i.e. no holds, active parcel status).	
	8. System displays list options and prompts user to select application/project type.	
9. Applicant selects 'Building Permit – with plans' application category.	10. System saves category selection and dynamically displays a listing of application types based on category selection. Prompts user to select application type.	
11. Applicant selects application type.	12. System saves application type data and displays message prompting the user to confirm that plans must be submitted electronically for this application type.	
13. Applicant confirms that plans will be submitted electronically.	14. System saves confirmation and prompts user to select applicant type (dynamic list displayed based on application type selection).	
15. Applicant selects Contractor from list options. See Create Contractor Account	16. System prompts user to log into the contractor account.	
17. Applicant enters user id and password.	18. System validates contractor account.	
	19. System links/associates new application to contractor account.	

	20. System displays list of associated Contact profiles.	
21. Applicant selects appropriate Contact profile.	22. System attaches contact profile to new application.	
	23. System displays 'Application Details' screen and prompts user to populate required data fields, specific to application type selection.	
24. Applicant completes all required 'Application Details' fields.	25. System saves Application Details and prompts user to enter project valuation.	
26. Applicant enters project value.	27. System saves project value and calculates permit and plan check fees based on value.	
	28. System displays application information for user confirmation and gives user option to confirm or make changes.	
29. Applicant confirms application information.	30. System assigns number to application and displays new number to user as project id number.	
	31. System displays option to 'Create Application' or 'Save for Later'.	
32. Customer selects 'Create Application'	33. System displays message that the application has been submitted for pre-approval, letting the applicant know that they will receive an email when the application status has been updated.	
	34. System generates notification task to Permit Tech group that an application has been submitted for pre-approval.	
35. Permit tech opens the Pre-approval task and reviews the application content.		
36. Permit tech accepts the application as approved and completes the pre-approval task.	37. System updates pre-approval task status to complete and approved and sends email notification to applicant that application has been accepted. Email contains link to 'begin upload process now'.	
38. Applicant selects option to 'begin upload process now'.	39.	
Alternate Path 1:		
	1.1 At step 4, property is located outside of jurisdictional boundaries. System returns 'unable to process request' message with proper location jurisdiction.	
	1.2 Displays option to 'try another address'	
1.3 Resumes main path at step 3		
Alternate Path 2:		
2.1 At step 13, Applicant does not confirm	2.2 System displays message that 'in order to	

that plans will be submitted electronically.	proceed with application, confirmation of electronic plan submission must be made', and display option to confirm or cancel submission.	
2.3 Applicant cancels submission.	2.4 System backs out submission, saving no data, and returns user to home page.	
Alternate Path 3:		
3.1 Applicant selects Owner as applicant type.	3.2 System displays ownership information from Assessors record and owner/builder declaration language. Prompts user to confirm ownership.	
3.3 Applicant confirms that they are the property owner.	3.4 System saves confirmation data and prompts user to enter Contact person information.	
3.5 Applicant enters contact information.	3.6 System saves contact person data. Resumes main path at step 23.	
Alternate Path 4:		
4.1 At step 3.3, Applicant does not confirm property ownership.	4.2 System displays message that only property owner may obtain owner builder permits, resumes main path at step 1.	
Alternate Path 5:		
5.1 At step 17, Applicant forgets user id or password.	5.2 System displays option to recover password.	
5.3 Applicant selects recover password option.	5.4 System prompts user to provide email address associated with the Contractor account.	
5.5 Applicant provides email address.	5.6 System validates that email address is associated with a contractor account, notifies user that email has been sent and sends password help message to the provided email address. See Create Contractor Account use case.	
5.7 Applicant retrieves user id and password, and resumes main path at step 17.		
Alternate Path 6:		
6.1 At step 21, Applicant wants to add new a new Contact person to Contractor Account. Selects 'Add New Contact' option	6.2 System displays all required fields for a new Contact.	
6.3 Applicant enters contact information.	6.4 System gives user option to save contact to application only or save contact to contractor account.	
6.5 Applicant selects appropriate option.	6.6 System saves contact information and stores according to user save selection.	
Alternate Path 7:		
7.1 At step 29, Applicant selects make changes to application information.	7.2 System returns and resumes main path at step 24	
Alternate Path 8:		
8.1 At step 29, Applicant		

Business Rules:

- Only properly licensed contractors may obtain permits for Commercial work.

• Only Residential applications may be submitted by Owner Builder.		
Design: • At step 10, specific application types are defined within system configuration as electronic submission enabled. • At step 10, application types are categorized • At step 12, all application types within the 'building permit with plans' group must confirm that plans will be submitted electronically • At step 14, application types are coded as either Residential or Commercial. If a Commercial application type is selected, the only applicant type displayed is Contractor or Design Professional. • At step 3.4, Contact person data required fields are Name, phone number and email address.		
Security Requirement(s):		
Data Retention:		
Search Criteria:		

Dept Name: BUILDING
Process Name: Complaints
Use Case Number: BD031 (BD-ACET-04)
Created by (BA/BL/SME): Nan Riepenhoff, Tarri Shank

Use Case Name: Create Code Enforcement Notices
Level:
Description: Inspector issues different Notice types as a result of inspection findings.
Precondition: Existing Code Enforcement case, inspection performed
Primary Actor: Inspector
Secondary Actor: System
Related Use Case(s): BD024-Case inspection-followup-maintenance BD034-Create-assign new case
Success: Notice is issued, published to website, and indexed in document imaging system associated to case number.

Actor	System	Rate
1. Inspector receives site inspection task on scheduled date.		
2. Inspector performs inspection (see Use Case Case Inspection, Follow-up, Maintenance).		
3. Inspector selects option to result inspection.	4. System displays inspection result options.	
5. Inspector selects result.	6. System saves inspection result and asks user if Notices are required.	
7. Inspector selects that Notices are required.	8. System displays a listing of optional Notice types.	
9. Inspector selects appropriate Notice type.	10. System prompts user to enter 'required action by' date.	
11. Inspector enters 'required action by' date.	12. System saves 'required action by' date and creates a 'Notice Follow-up' task for the issuing inspector on the date entered.	
	13. System opens Notice template and updates Notice status to Pending.	
14. Inspector populates free form fields in notice and changes notice status to Complete.	15. System updates Notice status to complete. System sends digital copy of notice to Document Image System.	
16. Inspector receives and opens 'Notice Follow-up' task on 'required action by' date.		
17. Inspector conducts investigation, performs research and determines that notice issues have been resolved. Changes notice status to 'Resolved'.	18. System saves notice status as 'Resolved' and closes Notice Follow-up task.	
19. Inspector or Inspector Supervisor queries unresolved, past due notices.	20. System generates listing of notices that are not in status Resolved where the 'required action by' date has past.	

21. Inspector or Inspector Supervisor queries number of notices issued for time span.	22. System generates listing of notices issued within queried time span.	
Alternate Path 1:		
1.1 At step 17, notice issues are unresolved. Inspector grants extension and updates 'required action by' date. Inspector changes notice status to 'Extended'.	1.2 System saves new 'required action by' date and updates notice status to 'Extended'.	
	1.3 System generates 'Notice Follow-up' task for new date. Resumes main path at step 16.	
Alternate Path 2:		
2.1 At step 1.1, notice issues are unresolved. Inspector does not grant extension. Inspector changes notice status to 'Escalated.	2.2 System updates notice status as 'Escalated', and prompts user to add additional fees to case if required.	
2.3 Inspector charges additional fees to case.	2.4 System saves additional charges and prompts user to update existing notice.	
2.5 Inspector updates notice with additional violation data.	2.6 System saves additional violation data and creates an 'Escalated Notice' notification to Inspection supervisor staff for action.	
2.7 Inspector Supervisor receives 'Escalated Notice' notification and performs manual processes until notice may be resolved.		

Business Rules:

All completed notices must be sent to Document Imaging system with notice type, case data and notice date information.

Notices may be issued by inspectors at any point during case processing.

Design:

At step 4, system shall be configured for standard result code types to include at minimum: 1) Complete-no follow up required, Complete-follow up required.

At step 8, the types of Notices that are listed as optional are dependant on which types were configured as possible within the case type.

At step 10, Notice templates are created with standard text and merge fields from case data.

At step 20 & 21, listing may be filtered or listed by issuing inspector, date parameters, notice status, or notice type.

System saves each notice iteration according to status changes.

Dept Name: Building
Process Name: New Plan Submittal
Use Case Number: BD032 (BD-PS-01)
Created by (BA/BL/SME): Nan Riepenhoff

Use Case Name: Create Project Number		
Level:		
Description: A new project is presented by a customer and a unique number is assigned by Building Department staff.		
Precondition: Completed application for permit		
Primary Actor: Customer		
Secondary Actor: Permit Staff		
Related Use Case(s): BD023-Apply Project Fees use case		
Success: A unique application number is assigned to a new project.		
Actor	**System**	**Rate**
1. Customer presents completed paper application at front counter identifying project type, location, associated names, description of work to be performed and valuation (where applicable).		
2. Permit Staff enters project address or parcel number into system to verify jurisdiction.	3. System returns GIS display of project location with assessors' information and displays property jurisdiction.	
4. Permit Staff selects and confirms project location.	5. System saves project location.	
	6. System retrieves ownership information from assessor's database and saves and attaches to project. System prompts for project type selection.	
5. Permit Staff select project type	6. System saves project type, configures plan and fee requirements accordingly, and prompts for the addition of project contract value and square footage.	
7. Permit staff adds project contract values and square footage information.	8. System saves valuation information and calculates value based on square footage information per construction type area.	
9. Permit Staff adds all associated names and type of association to the project from an established customer database	10. System saves all names added to the project type, coded by type of association. System prompts fee selection.	
11. Permit staff Apply Project Fees	12. System calculates and saves fee totals, and then prompts for the addition of descriptive project information.	
13. Permit staff enters descriptive project information.	14. System saves project descriptive information.	
	15. System displays validation screen for all added application/project information and prompts user to accept to generate system	

	assigned application number.	
16. Permit staff confirms/accepts validation screen.	17. System assigns unique number to the project.	
18. Permit staff provides assigned application number to customer.		
Alternate Path 1:		
	1.1 At step 3 in the main path, system returns project location as out of jurisdiction	
1.2 Permit staff tells customer the proper governing jurisdiction of the project location		
Alternate Path 2:		
2.1 At step 14 in the main path, Permit Staff finds error or required change to project data.		
2.2 Permit staff edits project data.	2.3 System saves edited project data and resumes at step 15 in the main path.	

Business Rules:

- Project type is determined by applicant/customer declaration, and may be changed upon staff determination.
- Permit and plan review fees are calculated on the higher value between the declared valuation or the calculated value.

Design:

- At step 6 in main path, based on project type, system is configured to require specified data fields, fees, and types of plan reviews. System configuration also determines at what point in the review cycle specific data fields are mandatory.
- At step 8, valuations are calculated using the most currently adopted IRC/IBC cost per square foot factors, per Clark County Building Administrative Code. Example below:

A-1 Assembly: Theaters with Stage		**A-3 Assembly: Churches**	
Type I-A	$72.00	Type I-A	$65.00
Type I-B	$72.00	Type I-B	$65.00
Type II-A	$77.20	Type II-A	$49.00
Type II-B	$73.99	Type II-B	$47.00
Type III-A	$53.00	Type III-A	$53.00
Type III-B	$53.00	Type III-B	$51.00
Type IV	$71.64	Type IV	$65.96
Type V-A	$50.00	Type V-A	$50.00
Type V-B	$47.00	Type V-B	$47.00

Dept Name: BUILDING
Process Name: Occupancy Certificates
Use Case Number: BD033 (BD-OC-02)
Created by (BA/BL/SME): Nan Riepenhoff

Use Case Name: Create Temporary Certificate of Occupancy		
Level:		
Description: Customer requests approval to open and temporarily occupy new construction pending final project completion. Authorization of temporary occupancy is contingent on approval by inspection supervisory staff, and the acceptance of partial final inspections. Temporary occupancy certificates are issued with expiration dates and conditions of approval.		
Precondition: Approved or partially approved clearances and final inspections, paid in full status, no outstanding plan revisions		
Primary Actor: Inspector, Inspector Supervisor, Permit Specialist, Permit Specialist Supervisor		
Secondary Actor: System		
Related Use Case(s): BD049-Result Inspections Use Case BD028-Create Certificate of Occupancy Use Case BD039-Inspection Scheduling Use Case		
Success: Issued and printed Certificate		
Actor	**System**	**Rate**
1. Customer applies for and pays for Temporary Certificate of Occupancy (TCO) application online or in person.	2. System issues receipt of payment and creates a task for Inspection Supervisor to review TCO application.	
3. Inspection Supervisor receives 'Review TCO Application' task and verifies that all outside agencies or departments have approved project for occupancy.	4.	
5. Inspection Supervisor coordinates with customer and schedules all permits for final or partial final inspections. (see Schedule Inspection use Case)		
6. Inspectors perform and approve requested inspections. See Result Inspection use case	7. System saves inspection approval data.	
	8. System validates that all project permits are in final or partial approval status.	
	9. System verifies that no project fees are outstanding.	
	10. System recognizes that TCO application has been processed and sends notification to Inspection Supervisory staff to prepare conditions of approval and provide expiration date.	
11. Inspection Supervisor receives task and provides conditions of approval and expiration date. Completes task.	12. System saves conditions of approval and expiration date. Creates 'Create TCO' task and sends notification of task to permit staff.	

13. Permit Specialist receives 'Create TCO' task. Creates Conditions letter document and prints temporary certificate.	14. System updates project status to 'Temporary Certificate Issued'.	
	15. System creates appropriate certificate documents and sends to designated print queue.	
	16. System sends certificate documents to Document Imaging System for automated indexing and storage.	
Alternate Path 1:		
1.1 At step 3, Inspection Supervisor determines that the project is not eligible for temporary occupancy and notifies customer. No refund is issued.		
Alternate Path 2:		
	2.1 At step 4, system recognizes that project fees are outstanding.	
	2.2 System generates email to customer notifying them of outstanding fees to pay to issuance of certificate of occupancy.	
Business Rules: Certificates may not be issued if fees, inspections, or agency/department approvals are outstanding.		
Design: • At step 3, required certificate types are designated to project/application types through system configuration. • At step 8, listing displays required certificate type and project data (project type, occupancy, etc.).		

Dept Name: BUILDING
Process Name: Complaints/Code Enforcement
Use Case Number: BD034 (BD-ACET-01)
Created by (BA/BL/SME): Nan Riepenhoff, Tarri Shank, Bob Lasham, Tracey Fernilius

Use Case Name: Create - Assign New Case
Level:
Description: Complaint is received and new case is created
Precondition: Complaint received
Primary Actor: Permit tech, Inspector, Inspector supervisor, Complainant
Secondary Actor: System
Related Use Case(s): BD031-Create Notice use case BD024-Case inspection-followup-maintenance
Success: New case is created and case workflow is initiated

Actor	System	Rate
1. Customer/complainant Submits Complaint via phone call or in person to Building Department staff.		
2. Permit tech validates jurisdiction and begins process selecting location(s) to create new case (either by address, parcels, or GIS location selection).	3. System saves location(s), retrieves ownership and parcel data from Assessors database, and prompts for selection of 'method of case initiation'.	
4. Permit tech selects case initiation method.	5. System saves case initiation method and prompts user to select Case Type	
6. Permit tech selects Case type.	7. System saves Case type method and prompts user to enter names associated with the case.	
8. Permit tech adds names, name types and contact information to case.	9. System saves names and contact information, and prompts user to describe complaint details	
10. Permit tech adds descriptive narrative to the case.	11. System saves narrative and prompts user to enter any metadata required as determined by case type.	
12. Permit tech enters metadata.	13. System saves metadata and gives user the option to print case 'cover sheet'.	
14. Permit tech selects option to print cover sheet.	15. System merges specified case data into a document template, and prints to designated printer. Prompts user to create case assignment task.	
16. Permit tech retrieves printed coversheet, creates file, and selects option to create case assignment/triage tasks.	17. System generates assignment/triage tasks for case inspection supervisory group.	
18. Case Inspection supervisory group receives tasks to assess 'triage level' (response level) and assign case to inspector.		
19. Inspection supervisory determines necessary response time and assigns triage level, completing the triage task.	20. System saves triage level, adjust due dates accordingly, and prompts user to make inspector assignment.	

21. Inspection Supervisor reviews location history and inspector work load, and selects option to 'Assign case', and selects appropriate inspector from selection list, completing the assign case task.	22. System saves assigned inspector name and creates a 'new case' task for said inspector.	
23. Supervisor queries inspector workload report	24. System generates listing of all cases assigned to inspector(s), displaying status and scheduled activities	
25. Supervisor queries past due or emergent tasks	26. System generates a list of tasks that have exceeded or are approaching exceeded due dates.	
Alternate Path 1:		
1.1 At step 2, Permit tech discovers that location is not in County jurisdiction. Notifies complainant of appropriate jurisdiction to contact.		
Alternate Path 2:		
2.1 At step 6, Permit tech discovers that the complaint is not a Building Department Case Type.		
2.2 Permit tech selects appropriate department/agency 'generic' case type		
2.3 Resume main path at step 8		
2.4 At step 14, Permit tech selects option to NOT print cover sheet	2.5 System prompts user to create 'forward case' task for appropriate agency.	
2.6 Permit tech selects appropriate agency/department from list options for 'forward case' task.	2.7 System sends case task to appropriate agency/department designee	

Business Rules:

- Cases are created in the system for each complaint whenever the location is within County jurisdiction.

Design:

- Case Types are configured with default required sequential actions and metadata requirements.
- Case templates are customizable, and once created within a case, attach to case history.
- Generic case types are coded with appropriate department/agency responsibility.
- Inspector workload report may be queried by individual inspector, inspection group, or department.
- Case initiation code tables are created to enable tracking of complaint source.
- System is configured to populate initial response or inspection task due dates according to 'triage level', or required response time.
- Cases may be shared across departments.

Dept Name: BUILDING
Process Name: Web Services
Use Case Number: BD035 (BD-WEB-06)
Created by (BA/BL/SME): Nan Riepenhoff

Use Case Name: Obtain Permit Online
Level:
Description: Customer applies for, creates and pays for a simple permit online.
Precondition: Project must not require plan review
Primary Actor: Customer
Secondary Actor: System
Related Use Case(s): BD029-Create Contractor Account
Success: Simple permit is created, paid for, issued and delivered to the customer via web service with no staff or manual process

Actor	System	Rate
1. Customer selects 'Simple Permit' from the Department website.	2. System opens new page and prompts user to select application location (methods available address, parcel, owner name, or select geographic location).	
3. Customer selects method and provides location data.	4. System verifies that the location provided is within jurisdictional boundaries, retrieves location data from the Assessors records, and returns listing of matching values.	
5. Customer makes location selection.	6. System saves location selection.	
	7. System verifies location eligibility for application activity (i.e. no holds, active parcel status).	
	8. System displays list and prompts user to select permit type.	
9. Customer selects permit type	10. System saves permit type selection, and prompts user to select applicant type	
11. Customer selects Contractor from list options. See Create Contractor Account	12. System prompts user to log into the contractor account.	
13. Customer enters user id and password.	14. System validates contractor account.	
	15. System verifies contractor license type for selected permit type to validate association.	
	16. System links/associates new permit to contractor account.	
	17. System displays list of associated Contact profiles.	
18. Customer selects appropriate Contact profile.	19. System attaches contact profile to new application.	
	20. System displays fee due information based on permit type and prompts user to accept fee and continue.	
21. Customer accepts fee to continue.	22. System displays permit information for user confirmation and gives user option to	

	confirm or make changes.	
23. Customer confirms application information.	24. System creates permit and displays new number to user. Updates permit status to 'Pending', and prompts user to select 'Add another permit', 'Pay Now', or 'Save for Later'.	
25. Customer selects 'Pay Now' from the list options.		
	26. System displays required payment fields for population	
27. Customer completes payment information fields and submits payment	28. System accepts payment and stores encrypted payment information.	
	29. System successfully processes payment via 3rd party PCI compliant payment engine, and updates permit status to 'Issued'.	
	30. System displays payment confirmation information and prompts user to 'Print Now' or 'email permit'.	
31. Customer selects 'Print Now'	32. System displays listing of pdf permits in new window with print options.	
33. Customer prints pdf.		
Alternate Path 1:		
	1.1 System identifies location as out of jurisdiction, returns message to customer containing proper jurisdiction of property location.	
Alternate Path 2:		
	2.1 At step 7, system identifies parcel hold or code enforcement activity that prevent permit activity at property location. Message is displayed to customer explaining hold and providing appropriate contact information for office staff.	
Alternate Path 3:		
3.1 At step 11, customer selects Owner Builder from Applicant type list options.	3.2 System displays ownership affidavit / verification acceptance option.	
3.3 Customer accepts ownership liability.	3.4 System prompts user to enter mandatory Contact information – name, phone number, email address.	
3.5 Customer provides required contact information.	3.6 System saves contact information and resumes path at step 20.	
Alternate Path 4:		
	4.1 At step 14, system cannot validate user id or password. Displays error message and user id/password help option, or option to retry	

Alternate Path 5:		
5.1 At step 18, user selects option to add another contact person to the contractor account.	5.2 System displays fields to add new contact person information and gives user the option to save contact profile to contractor account.	
5.3 Customer saves contact information		
Alternate Path 6:		
6.1 At step 25, Customer selects 'Save for Later' from the list options.	6.2 System saves application information in Pending status to the contractor account.	
6.3 Customer returns to contractor account, and views Pending Applications.	6.4 System displays all Pending applications for contractor account and displays option to 'complete permit'.	
6.5 Customer selects option to 'Complete Permit'.	6.6 System resumes path at step 25.	
Alternate Path 7:		
7.1 At step 25, Customer selects 'Add Another Permit' from the list options.	7.2 System places existing permit in 'shopping cart and returns user to step 2 in the main path.	
Alternate Path 8:		
8.1 At step 23, Customer selects option to make changes to the application information.	8.2 System displays all application information in format that allows modification.	
8.3 Customer makes required changes.	8.4 System validates new application data, saves and returns to step 23 in the main path.	
Alternate Path 9:		
	9.1 Payment processing fails. System displays failed payment message. Saves application information to contractor account. Application number is saved to database as pending.	
	9.2 System displays option to select alternate payment method or make later payment.	
9.3 Customer selects alternate payment method and resumes main path at step 26.		
Alternate Path 10:		
10.1 Customer selects make later payment.	10.2 System displays application number and instructions to return and make later payment.	
10.3 Customer returns to website and enters application number, address or owner name to recover unpaid application.	10.4 System displays matches.	
10.5 Customer selects proper application.	10.6 System resumes main path at step 26.	

Business Rules:

- Permit types designated as Commercial may only be obtained by properly licensed contractors
- Permit types designated as Residential may be obtained by home owners or properly licensed contractors.

Design:

- At step 15, permit types are configured for allowable contractor type associations.
- At step 9, permits are designated as residential or commercial.
- At 1.1, system shall provide contact information for appropriate outside jurisdiction in displayed message.
- At step 10, system dynamically populates pick list displayed based on application type selection – Commercial permit types shall not have owner builder applicant option.
- At step 4.1, user id / password help is determined by saved responses for security questions answered at contractor account creation. Help sent in form of email to primary contact email address.
- At step 6.1, Save for Later option is only presented for logged in contractor accounts.

Dept Name: BUILDING
Process Name: Expirations
Use Case Number: BD036 (BD-EX-01)
Created by (BA/BL/SME): Nan Riepenhoff

Use Case Name: Expire Applications	
Use Case Priority: 1	
Level: User-goal	
Description: Process to expire applications	
Precondition: Submitted plans, no plan review activity within 180 days	
Primary Actor: Records Staff, Building Plans Examiner	
Secondary Actor: System	
Related Use Case(s): BD030-Create New Online Application BD050-Review Submitted Plans Use Case	
Success: Applications that are no longer active are set to expired status, expiration notices are sent to customer and Document Image system, all plan components are re-incorporated and saved to Document Imaging System.	
Actor	**System**
	1. The System generates weekly listing/report of applications where no plan review activity has occurred for all review agencies within180 days.
	2. The System generates a 'Plan Review Expiration Listing' task for Records staff.
	3. The System generates an 'Expired Plan Review' task for all Building Plan Examiners associated with the application.
4. BPE locates plans and delivers them to Records, and completes 'Expired Plan Review' task.	5. The System updates 'Expired Plan Review' task to complete.
6. Records staff re-incorporates all listed application plan drawings and prepares them for index and imaging.	
7. Records staff opens 'Plan Review Expiration Listing' task, verifies that all plans have been received, and selects option to Expire all Applications.	8. The System closes the 'Plan Review Expiration Listing task and sets status of listed applications to 'Expired'.
	9. The System generates a notice of application expiration and emails copy to designated contact person for permit.
	10. The System sends electronic copy of application expiration notice to Document Imaging System.
11. Records staff index and image expired plans.	
Alternate Path 1:	
1.1 At step 6, all plans are not provided to Records staff.	
1.2 Record staff selects applications within listing to 'Save for Later'.	1.3 System removes 'saved' applications from listing, and resumes main path at step 7.

Alternate Path 2:	
	2.1 At step 9, there is no valid email address associated with the application. System creates paper notification and sends to designated printer.
2.2 Records staff retrieves paper notice from printer and mail to contact person.	
Business Rules: 1. All permits within a project are independent and are expired based on permit specific inspection activity.	
Design: • At step 1, specific actions types are configured to not extend expiration dates (plan reviewer comments, requests for follow-up, etc,). When these action types exist within the designated 180 time period, system shall not recognize these actions as 'activity'. • At step 2, Records staff task displays the list of all applications pending expiration. • At step 3, BPE receives a task for each application with plans pending expiration. • At step 1.3, Saved applications will appear on each new application expiration listing until plan review activity occurs or plan expiration is processed.	
Security Requirement(s):	
Data Retention:	
Search Criteria:	
Comments:	

Dept Name: BUILDING
Process Name: Expirations
Use Case Number: BD037 (BD-EX-02)
Created by (BA/BL/SME): Nan Riepenhoff

Use Case Name: Expire Permits	
Use Case Priority: 1	
Level: User-goal	
Description: Process to expire permits	
Precondition: Issued permit, no approved inspection activity within 180 days	
Primary Actor: Permit Staff	
Secondary Actor: System	
Related Use Case(s): BD046-Permit Issue - Use Case BD049-Result Inspections Use Case	
Success: Permits that are no longer active are set to expired status, and expiration notices are sent to customer and Document Image system.	
Actor	**System**
	1. The System generates daily 'Pending Expiration Listing' of all issued permits that have not had approved inspections within 150 days.
	2. The System generates a notice of pending permit expiration for all listed permits and emails a copy to designated contact person for permit.
	3. The System sends electronic copy of pending expiration notice to Document Imaging System.
	4. The System generates daily 'Expired Permit Listing' of all issued permits that have not had approved inspections within 180 days and sends list to designated staff.
	5. The System shall set status of listed permits to 'Expired'.
	6. The System generates a notice of permit expiration notice for all Expired permits and emails copy to designated contact person for permit.
	7. The System sends electronic copy of expiration notice to Document Imaging System.
Alternate Path 1:	
	1.1 At steps 2 and 6, there is no email address provided for permit. System generates paper pending expiration notice and sends to printer as

	scheduled job.
1.2 Permit staff retrieve printed notice from printer and mail them. Resume main path at next step.	
Business Rules: 1. All permits within a project are independent and are expired based on permit specific inspection activity.	
Design:	
Security Requirement(s):	
Data Retention:	
Search Criteria:	
Comments:	

Dept Name: BUILDING
Process Name: INSPECTIONS
Use Case Number: BD038 (BD-IN- 04)
Created by (BA/BL/SME): Nan Riepenhoff

Use Case Name: Inspection Assignment / Reassignment	
Level: Summary	
Description: Scheduled inspection is assigned to an inspector	
Precondition: Issue Permit, Schedule Inspection	
Primary Actor: Customer, Inspector, Inspector Supervisor	
Secondary Actor: System	
Related Use Case(s): BD039-Inspection Scheduling Use Case BD049-Result Inspections Use Case	
Success: Inspection is assigned to the appropriate area inspector for the work being performed and inspected.	
Actor	**System**
1. Prior to shift start, Inspection Supervisor reviews assignments and makes reassignments based on staff availability and work load balancing	2. System saves the reassignments made by the Inspection Supervisor
3. Inspector signs on to system	4. System orders and displays assigned inspections for the day based on best route and morning/afternoon request data
	5. The System presents the option to change the route of the assigned inspections for the day.
6. Inspector selects not to change the route.	
7. Inspector performs inspection and enters inspection results	8. System removes resulted inspections from assignment list
	9. System moves any un-resulted inspections to the next business day flagged as priority inspections.
10. Inspection supervisor requests current status and location of inspector.	11. System displays the inspector route, completed inspections and current location
Go to Use case Result Inspection	
Alternate Path 1:	
1.1 At step 6 in the main path, the Inspector or Inspector Supervisor selects to modify the inspection route for the day.	1.2 The System saves the changes to the inspection route and displays the modifications made to the route for the business day. Continue at step 7 in the main path.
Alternate Path 2:	
2.1 During the business day, the Inspection Supervisory staff selects to	2.2 The System adds the reassigned or added inspections to the Inspector as

reassign inspections and add them to the list as Same Day or Overtime Inspections. See Schedule Same Day/Overtime use case.	Same day or Overtime inspections.
	2.3 The System notifies the Inspection Supervisory staff and the Inspector of additional assignments made during the business day. Continue at step 6 in the main path or to step 1.1 in Alternate Path 1.
Business Rules: Step 1.1 Inspector or Inspection Supervisor may modify route or assignments at any time during the business day. Step 9 Nightly, the System moves incomplete, un-resulted inspections to the next business day as a priority inspection.	
Design: Step 11 - System gives option of map/GIS interface or inspection listing display. Possibility for hardware GPS interface for exact location monitoring. Step 1 – System allows for inspectors to be 'logged out' of assignments or flagged as inactive for planned vacation and other time off. System does not make assignments to inspectors that are not logged in/inactive.	

Dept Name: Building
Process Name: Inspection
Use Case Number: BD039 (BD-IN-01)
Created by (BA/BL/SME): Nan Riepenhoff, Brenda Thompson, Reese Symanowski

Use Case Name: Schedule Onsite, Regular Hours Inspection	
Use Case Priority: 1	
Level: User Goal	
Description: Customer requests to schedule an inspection online, through Building personnel, or via the IVR.	
Precondition: Approved Plan Review, Issue Permit,	
Primary Actor: Customer, Building Personnel	
Secondary Actor: System	
Related Use Case(s): BD046-Permit Issue - Use Case BD038-Inspection - Assignment - Reassignment Use Case BD049-Result Inspections Use Case	
Success: Inspection is scheduled.	
Actor	**System**
1. The Primary Actor requests to schedule an inspection.	2. System prompts user for permit number.
3. The Primary Actor provides permit number.	4. System confirms the permit status and that no outstanding pre-requisite fees are due.
	5. System provides the customer's listing of available required inspections.
6. The Primary Actor selects inspection type(s) from system provided list	7. The system guides user through the selection of available dates and the time block (AM/PM) for the selected inspection type.
8. The Primary Actor selects inspection date and time block, and provides the optional descriptive or directional data.	9. System saves the date, time block, and optional descriptive/directional data.
	10. The system provides a success message to the customer, and assigns the inspection to the appropriate inspector based on the inspection type and geographical area.
	11. The system asks the customer if they need to schedule another inspection.
12. The Primary Actor selects not to schedule another inspection.	13. The system provides inspection confirmation information, and if online, provides option to print.
14. Staff requests date range specific scheduled inspection totals report.	15. System generates listing and total number of inspections scheduled within time frame provided.
16. Staff requests listing of all scheduled, open and un-resulted inspections	17. System generates listing of all scheduled, open and un-resulted inspections
18. Staff requests workload balancing	19. System generates report showing

report	categorized inspections by inspection area or assigned inspector.
Alternate Path 1	
	1.1 At step 4, the system advises the user that outstanding penalty fees are owed by the inspection type and permit number, and prompts the user to make payment.
1.2 The Primary Actor selects to make payment and selects method of payment.	1.3 The system authorizes payment and shows no outstanding penalty fees are owed. Continue at step 1 in the main path.
Alternate Path 2	
2.1 At step 6, The Primary Actor selects to request a non-required inspection type.	2.2 System provides a list of allowable non required inspection types based on permit type.
2.3 The Primary Actor selects from non-required inspection list	2.4 System confirms inspection type and resumes main path at step 7.
Alternate Path 3a	
3a.1 At step 6, the Primary Actor selects the final inspection type.	3a.2 The system verifies that all required inspections are in full approval status. Continue to step 7 in the main path.
Alternate Path 3b	
	3b.1 At step 3a.2 in alternate path 3a, the system verifies that all required inspections are not fully approved; the inspections that have not received full approval, and are required prior to scheduling the final inspections are listed.
	3b.2 The system provides listing of inspections that have not received full approval, and are required prior to scheduling the final inspections, and prompts the user to request those inspections listed. Continue to step 6 in the main path.
Alternate Path 4a	
4a.1 At step 6, the Primary Actor selects the BUILDING final inspection type.	4a.2 The system verifies that all sub-permits are in final status or are scheduled for a final inspection. Continue at step 7 in the main path.
Alternate Path 4b	
	4b.1 At step 4a.2 in alternate path 4a, the system verifies that all sub-permits are not final or not scheduled for final, and lists which permits are not approved as final.
	4b.2 The system lists sub-permits that are not final or not scheduled for final, and prompts user to schedule those inspections. Continue to step 6 in the

	main path.
Alternate Path 5	
5.1 At step 12 in the main path, the customer selects to schedule another inspection type. Continue at step 2 in the main path.	
Business Rules: Step 4. Permit must be issued in order to schedule an inspection Step 4. All inspection/penalty fees must be paid prior to scheduling inspections Step 10. Inspections may be cancelled at any time during the scheduling process	
Design: Step 13: Must collect customer's email information when completing application for permit. Step 6: Allowable inspection types to be configured/defined according to which inspections are allowed for the specified permit type. Multiple inspections may be scheduled in a single transaction. Step 15: Report options for detail or summary provided. Summary report output includes number of inspections that may be grouped and totaled by department, type, assigned inspector, and grand total. Detail report output provides permit listings (permit and project data) for all of the summary categories above. Step 17: Report output includes permit number, site address, assigned inspector, date scheduled, date requested, reassignment data (to & from inspector name and dates) Step 19: Report options for detail or summary provided. Summary report output includes number of inspections within work group (i.e. commercial, residential) for each inspector. Detail report output provides permit listings (permit and project data) for all of the summary categories above.	
Security Requirement(s):	
Data Retention:	
Search Criteria: Permit number, Assigned Inspector, Job Location, Associated Name	
Comments:	

Dept Name: Building Department
Process Name: RAI Financial Processes
Use Case Number: BD040
Created by (BA/BL/SME): Ashok Guthikonda, Jami S. Luker and Nan Riepenhoff

Use Case Name: Bldg - Invoicing customer after property inspection
Level: User Goal
Description: User could able to print different reports and could able to invoice the customer for the inspections performed by the inspector.
Precondition: Inspectors should log their weekly hours and got it approved by their manager.
Primary Actor: Jami
Secondary Actor: Book Keeping staff, Customer
Related Use Case(s): BD055-Time Sheet Entry for property inspections use case BD027-Create and maintain new resort BD044-Pay fees online use case
Success: • Ability to print consolidated weekly time sheet of an Inspector. • Ability to print consolidated monthly inspection program based on the property name • Ability to print month end invoices. • Ability to take payments against the invoices

Actor	System	Rate
1. User is able to Log into the system and search for weekly time sheets specific to an inspector.	2. System returns billable and non billable hours information.	
3. User is able to select and view detailed records (billable hours, non billable hours and notice processing's done by the inspector along with the property details that he/she has inspected in that data range.)	4. System will able to print the displayed data in the given date range	
5. User is able to check the monthly property billing by property name and by month.	6. System displays day to day transactions of the month for that property along with the administrative charges.	
7. User is able to print monthly property records in the form of a report	8. System is able to print in the form of a ageing report.	
9. User is able to print monthly Invoices that are due by date for payment	10. System prints all the invoices that are **due by date** for payment.	
11. User is able to select the specific invoice to apply payment.	12. Continue with related use cases: Payment Processing – In person or Payment Processing – Online.	
13. User is able to select and view Yearly records by property Name.	14. System is able to print in the form of a report.	
Alternate Path 1:		
1.1 At step 3,7 User may print the reports and file them as a back up		
Alternate Path 2:		

2.1 At step12, If the payment is done in person continue with related use case Payment Processing – In Person		
2.2 At step12, If the payment is done online continue with related use case: Payment Processing – Online		
Alternate Path 3:		
3.1 At step 11, if the user search by Property Name.	3.2 System is able to open the invoice(s) related to the property and cont step 12	

Business Rules:

1. At step 12, Payer may pay via cash, Check, Credit/or Debit Card
2. Payment checks are stored in the System for one year and one day from the actual scanned date;

Design:

1. At Step1, User should have a privilege to access all the time sheets.
2. At step 4,6,8 System is able to print the records in the form of a report and .
3. All payments are applied to the proper GL account for daily and next day reconciliation;
4. At step 12, the credit and debit card process is integrated into the System in order to capture data and process payment within the workflow;
5. Credit Card and Debit Card payments are automatically posted to the daily batches and deposited into the proper SAP GL account at close of batch;

Security Requirement(s): Role Based responsibilities should be maintained for the users who access the system.

Reports:

Annual Inspection Monthly billing report :

Header

- Property Name
- Month
- Year

Body

- Day Of Month
- Research Hours
- Inspection Hours
- Inspection Hours (Over Time)
- NOV’s
- Maintenance correction notices
- Extended notices
- Resolved notices
- Billable Costs

Example attached below for reference

Annual Inspection Yearly billing report :

Header

- Property Name
- Year

Body

- Invoice
- Receipts
- Date
- Amount Invoiced
- Date Paid
- Check #
- Amount Paid
- Balance
- Months

Example attached below for reference

Search Criteria:

1. User is able to search data based on Inspector, Date Range, Property Name

Comments:

Example: Annual Inspection Monthly billing report:

RESORT ANNUAL INSPECTION PROGRAM

Monthly Property Billing

PROPERTY NAME: MGM Grand

MONTH: November YEAR: 2010

DAY OF MONTH	RESEARCH HOURS	INSPECTION HOURS	INSPECTION HOURS (DBBL. FEE)	NOV's WORK W/OUT PERMITS	MAINTENANCE CORRECTION NOTICES	EXTENDED NOTICES	RESOLVED NOTICES	BILLABLE COSTS
1	3.0	14.0						$1,275.00
2	2.0	14.0					2	$1,200.00
3	0.0	13.5						$1,012.50
4	0.0	10.0		1	8			$750.00
5	1.0	11.0						$900.00
6								$0.00
7								$0.00
8	0.5	10.0						$787.50
9	0.5	11.0						$862.50
10	0.0	10.0						$750.00
11	0.0	0.0						$0.00
12	0.0	0.0						$0.00
13								$0.00
14								$0.00
15	0.0	10.0						$750.00
16	0.5	10.0						$787.50
17	0.0	10.0						$750.00
18	0.0	13.5						$1,012.50
19	0.5	4.0						$337.50
20								$0.00
21								$0.00
22	1.0	12.0						$975.00
23	0.0	12.0					2	$900.00
24	0.0	0.0						$0.00
25	0.0	0.0						$0.00
26	0.0	0.0						$0.00
27								$0.00
28								$0.00
29	0.0	0.0						$0.00
30	0.0	0.0						$0.00
31								$0.00
Sub-Total:	9.00	165.00	0.00	1	8	0	4	$13,050.00

Administrative Charge: $525.07

TOTAL CHARGES FOR MONTH: **$13,575.07**

Example: Invoice Copy

Department of Development Services
Building Division

Resort Annual Inspection Program

4701 W Russell Rd. • Las Vegas NV 89118
(702) 455-3000 • Fax (702) 221-0630

INVOICE

PROPERTY NAME: MGM GRAND **R.A.I. No.:** 09-9371

MONTH: NOVEMBER **YEAR:** 2010

TASK	HOURS	HOURLY RATE	EXTENSION
Previous Balance	N/A	0.00	0.00
Inspection Services to Resolve Notices of Violation (Inspection Services Receipts)	0.0	$75.00	$0.00
Research & Inspection Maintenance and/or Self-Disclosed Work-Without-Permits	174.0	$75.00	$13,050.00
Investigation & Inspection, Non-Disclosed Work-Without-Permits	0.0	$150.00	$0.00
Project Administration	Distributed Charge	n/a	$525.07
Initial Project Setup Administrative Fee	n/a	n/a	$0.00
Total Amount Due:			**$13,575.07**

Make checks payable to: "Clark County Development Services"
Please remit payment to: Clark County Building Department-Field Services
ATTN: Jami Lizak
4701 W. Russell Road, Las Vegas, NV 89118

Example: Annual Inspection Yearly billing report :

accounting Register by Property

MGM GRAND

ACCOUNTING REPORT 09-9371

INVOICE	RECEIPTS	DATE	AMOUNT INVOICED	DATE PAID	Check Number	AMOUNT PAID	BALANCE	MONTHS
20100701	**277559**	8/20/10	$20,854.92	09/15/10	1767454	$20,854.92	$0.00	thru 7/31/10
20100801	278829	9/10/10	$24,569.37	10/13/10	1785996	$24,569.37	$0.00	thru 8/31
20100901	281197	10/13/10	$22,044.02	12/01/10	1820389	$22,044.02	$0.00	thru 9/30
20101001	282363	11/12/10	$15,632.46	12/28/10	1839569	$15,632.46	$0.00	thru 10/31
20101101	283327	12/8/10	$13,575.07	01/20/11	1853074	$13,575.07	$0.00	thru 11/10
20101201	285083	1/10/11	$3,353.06	02/25/11	1881953	$3,353.06	$0.00	thru 12/31/10
20110101	290786	2/14/11	$157.50	06/27/11	698364	$157.50	$0.00	thru 1/31/11
20110201	287901	3/7/11	$75.00	04/27/11	1933483	$75.00	$0.00	thru 2/28/11
20110301	287905	4/8/11	$451.74	04/27/11	1935263	$451.74	$0.00	thru 3/31/11
20110401	289207	5/6/11	$301.87	05/24/11	1956954	$301.87	$0.00	thru 4/30/11
20110501	291014	6/8/11	$675.00	06/30/11	1982374	$675.00	$0.00	thru 5/31
20110601	292199	7/8/11	$750.00	07/25/11	2000786	$750.00	$0.00	thru 6/30/11
20110701	294066	8/10/11	$527.88	08/30/11	2033409	$527.88	$0.00	thru 7/31/11
20110801	295287	9/6/11	$1,383.68	09/26/11	2049053	$1,383.68	$0.00	thru 8/30/11
20110901	297442	10/10/11	$450.00	11/07/11	2076730	$450.00	$0.00	thru 9/30/11
20111001	298963	11/9/11	$1,446.75	12/07/11	2099821	$1,446.75	$0.00	thru 10/31/11
20111101	300114	12/8/11	$12,942.73	12/27/11	2119559	$12,942.73	$0.00	thru 11/30/11
20111201	302099	1/10/12	$15,159.92	02/10/12	2152162	$15,159.92	$0.00	thru 12/31/11
20120101	302912	2/13/12	$43,465.52	02/29/12	2171882	$43,465.52	$0.00	thru 1/31/12
20120201	304220	3/13/12	$58,634.38	03/29/12	2193885	$58,634.38	$0.00	thru 2/29/12
20120301	305813	4/10/12	$66,130.88	05/03/12	2220245	$66,130.88	$0.00	thru 3/31/12
20120401	306742	5/7/12	$54,676.66	05/29/12	2237325	$54,676.66	$0.00	thru 4/30/12
20120501	308799	6/12/12	$26,229.74	07/11/12	2266573	$26,229.74	$0.00	thru 5/31/12
20120601	310096	7/11/12	$495.29	08/02/12	2286064	$495.29	$0.00	thru 6/30/12
20120701	311614	8/8/12	$1,322.49	09/06/12	2307227	$1,322.49	$0.00	thru 7/31/12
20120801	312485	9/10/12	$899.25	09/26/12	2320723	$899.25	$0.00	thru 8/31/12
20120901	315042	10/10/12	$800.64	11/16/12	2347083	$800.64	$0.00	thru 9/30/12
20121001	316480	11/9/12	$1,592.27	12/13/12	2368739	$1,592.27	$0.00	thru 10/31/12
20121101		12/11/12	$264.69			$0.00	$264.69	thru 11/30/12
20121201		1/9/12	$450.00				$450.00	thru 12/31/12
							$0.00	
							$0.00	
			$0.00			$0.00	$0.00	
			$389,312.78			$388,598.09	**$714.69**	

Dept Name: Building
Process Name: QAA and Fabricators Approved Provider
Use Case Number: BD041
Created by (BA/BL/SME): Ted Droessler, Jonathan Bahr, Reese Symanowski

Use Case Name: Maintain Approved Provider List		
Level: Summary		
Description: QAA/Fabrication firms may submit an application to become an approved provider for inclusion on the Clark County approved list. This scenario also includes the submittal and maintenance of the firm's technical inspectors and the firm's renewal process.		
Precondition:		
Primary Actor: Firm (QAA or Fabricator)		
Secondary Actor: Program Administrator		
Related Use Case(s):		
Success: Firm and special inspection personnel are placed in approved provider list.		
Actor	**System**	**Rate**
1. Firm submits a new application and supporting documents online.	2. The system confirms mandatory information has been entered and saves the information.	
	3. The system calculates the fee based on the application type, number of inspectors, and prompts for online payment.	
4. The Firm selects to pay online.	5. The system records payment received and assigns a unique provider number.	
	6. The system routes the submittal to the Program Administrator Queue with a status of "Ready for Completeness Review".	
7. The Program Administrator reviews the submittal for completeness and sets status for completeness as approved.	8. The system provides the capability for the firm to view their online status.	
9. The Program Administrator performs a technical review and selects "Approved".	10. The system sets the status to "Approved" and adds the firm/inspection personnel to the approved provider online listing.	
	11. The system provides the capability for the firm to view their online status.	
Alternate Path 1:		
1.1 At step 1 in the main path, the Firm wishes to renew their application and enters their firm name or a unique provider number.	1.2 The system searches by the user entered criteria and displays the record.	
1.3 The firm provides any new or changed information and submits the appropriate documents. Continue at step 2 in the main path.		

Alternate Path 2:		
2.1 At step 4 the firm selects to pay manually.	2.2 The system places the submittal on hold in the Program Administrator's queue and shows no payment was made.	
2.3 The Program Administrator receives payment from the firm, performs a search to locate the firm's submittal.	2.4 The system locates the submittal with a non-payment status.	
2.5 The Program Administrator enters the payment. Continue at step 5 in the main path.		
Alternate Path 3:		
3.1 At step 7 in the main path, the Program Administrator determines the full submittal has not been submitted, selects the missing items, and sets the status to "In Process".	3.2 The system generates an online technical review status report detailing missing submittal items and electronically sends the report to the firm.	
3.3 The firm submits the missing documentation. Continue at step 6 in the main path.		
Alternate Path 4:		
4.1 The firm submits inspection personnel request(s).	4.2 The system confirms mandatory information has been entered and saves the information by the firm, and prompts the firm to schedule an interview time.	
4.3 The firm selects an interview time between Clark County and the firm's personnel.	4.4 The system calculates the fee for the inspection personnel submittal and adds the fee to the total. Continue to both Step 3 in the main path and to step 4.5.	
4.5 Clark County reviews and accepts the interview time or selects a different time.	4.6 The system sends an electronic confirmation to the firm for the interview.	
4.7 The interview is conducted and the status is set to "Approved". Continue to step 10 in the main path.		

Business Rules:
Step 3: A filing fee is charged.
Step 3: A fee is charged for a new application.
Step 1.1: Renewals are annual and a fee is charged.
Step 4.4 Interview fees are charged.
Step 4.7 Clark County may "Reject" inspection personnel after an interview.
A firm may cancel the submittal/review process at anytime.
Step 5: No refunds.
Step 10: A firm may be removed from the approved provider list by Clark County.

Design: The system provides an audit trail of the submittal and review process. A fee schedule that maintains the fee history of existing records when fees are updated. The Program Administrator's name may be easily configured/reconfigured by a designated user for routing during the review process. Mandatory Fields: Firm Name, Unique Provider Number, Category, Status, Location, Contact, Mailing Address, Phone Number.
Comments: In addition to this use case: The proposed amendments to the 2012 IBC have a requirement for contractor quality control and selection from an approved provider list similar to the selection of a special inspection agency.
Search Criteria: Firm Name, Unique Provider Number Personnel Information: Inspector's Name [Report: Inspector's Name, approval status, approval categories, previous firm name, previous approval date]

Dept Name: Building
Process Name: Plan Review
Use Case Number: BD042 (BD-PR-03)
Created by (BA/BL/SME): Nan Riepenhoff

Use Case Name: Review OTC Plans		
Level:		
Description: The customer brings in a set of plans that are less technical in nature and the plans will only take approximately 30 minutes or less to review. The review takes place over the counter and is not submitted.		
Precondition: Application Set Up, Zoning Plan Review		
Primary Actor: Building Plan Examiner (BPE)		
Secondary Actor: Customer, Building Plan Examination manager		
Related Use Case(s): BD046-Permit Issue - Use Case BD047-Plan Review Assignment Use Case		
Success: Approved Building plan		
Actor	**System**	**Rate**
1. Customer brings new Application number and Zoning/Civil approved plan drawings to the Building Plans Examination counter.		
2. Building Plan Examiner (BPE) does cursory review to determine if the review may be done over the counter.		
3. BPE enters the application number into the system	4. System displays application data and plan audit trail.	
5. BPE enters project square footage by construction type	6. System saves square footage, calculates and saves project value based on square footage by construction type	
7. BPE enters project specific metadata (occupancy, code year, type of construction, additional project required information)	8. System saves project metadata in searchable format	
9. BPE reviews plan and enters plan approval for required agencies	10. System records plan approval saving reviewer name, date of review, time spent and approval codes, and updates plan review status as approved.	
11. BPE stamps plans and returns them to the customer		
12. Customer continues to Permit Issue process		
13. Building Plan Examination manager queries system to determine plan assignments and balance work load	14. System generates plan assignment report	
15. Building Plan Examination manager queries system to determine backlog and average plan review times	16. System generates plan review time and backlog report	

Alternate Path 1:		
1.1 At step 2 in the main path, BPE determines that the project scope and effort required exceeds OTC review process time allowed. Informs customer that plan will need to be logged in and reviewed as a submitted plan		
1.2 BPE enters logged plan data and places plan in the appropriate bin	1.3 System records when plan was received, who it was logged by, and where it was placed	
	1.4 System calculates and saves plan review due date based on project type and value	
	1.5 System creates 'assign plan review' task to BPE supervisor	
	1.6 Begin Assign Plan Reviewer use case	
Alternate Path 2:		
2.1 At step 9 in the main path, plans are not approvable. BPE logs disapproval status and corrective action requirements into system.	2.2 System updates plan review status to disapproved and saves corrective action data.	
2.3 BPE releases plans to customer and enters this action onto system	2.4 Plans are logged out of the system as released to customer for corrective action	
2.5 Customer provides corrected plan and resumes process at step 1 in the main path.		

Business Rules:
At step 2.4, if the customer provides corrected plans, the application number remain the same

Design:
At step 5, System should have option to approve single agency (trade) or multiple agencies to reduce redundant entries.
At step 13, System gives user the option to display all plans assigned to each plan reviewer by status, name trade, and type of project. Option to view plan reviewers individually, by group, or all. Option to select date range or see all dates. Option to see all project statuses or only outstanding (unapproved) projects. Option to print report/listing.
At step 14, System gives user option to display detailed or summary reports for average plan review cycles time by work group, trade or project type. Option to display past due plan reviews. Option to display past due back checks (corrected plans).

Security Requirement(s):
Plan reviewers may only change or update their own entries.

Data Retention:

Search Criteria:

Comments:

Dept Name: Building
Process Name: Inspection
Use Case Number: BD043 (BD-IN-03)
Created by (BA/BL/SME): Nan Riepenhoff

Use Case Name: Schedule Onsite, Same Day/Overtime Inspection	
Use Case Priority: 1	
Level: User Goal	
Description: Customer schedules onsite overtime or same day inspection with Building personnel	
Precondition: Approved Plan Review, Issued Permit	
Primary Actor: Customer or Inspection Supervisor or Inspector	
Secondary Actor: System	
Related Use Case(s): BD046-Permit Issue - Use Case BD049-Result Inspections Use Case BD038-Inspection - Assignment - Reassignment Use Case	
Success: Same day / Overtime inspection is scheduled	
Actor	**System**
1. Customer requests a same day or overtime inspection by phone or in person through	
2. Customer provides permit number and inspection type	
3. Staff enters permit number and determines area supervisor	4. System confirms the permit status, availability of requested inspection type, and that no outstanding pre-requisite fees are due.
5. Supervisor determines inspection staff availability, assigns and dispatches inspector	
7. Staff adds inspection to system with inspection date and assignment and charges same day /overtime fee	8. System records inspection request data and charges
9. Customer pays fee charges in association with the coordinated same day or overtime inspection	
10. Staff receives payment	11. System processes payment and provides payment receipt
	12. System provides inspection scheduling confirmation
Alternate Path 1:	
	1.1 At step 4, the system advises the user that outstanding penalty fees are owed and must be paid prior to scheduling
1.2 Staff notifies customer that no same day or overtime inspection may be scheduled until fees are	

paid. Customer given option to pay outstanding fees and continue with same day overtime process.	
Alternate Path 2:	
2.1 At step 5, Inspection Supervisor determines no staff availability and advises the customer that same day or overtime inspections are not available.	
2.2 Customer follows Inspection Scheduling use case	
Business Rules: Step 1. Permit must be issued in order to schedule an inspection Step 3. The scheduling of all overtime or same day inspections must be approved by inspection supervisory staff Step 4. All inspection/penalty fees must be paid prior to scheduling inspections Step 5. Same day and overtime inspections are granted based on staff availability and nature of request (life safety and utility outages are priorities) Step 9. Fees are applied to all over time and same day inspections Step 10. Inspections may be cancelled at any time during the scheduling process	
Design: Step 4. Allowable inspection types to be defined according to which inspections are allowed for the specified permit type.	
Security Requirement(s):	
Data Retention:	
Search Criteria: Permit number, Assigned Inspector, Job Location, Associated Name	
Comments:	

Dept Name: BUILDING
Process Name: Web Services
Use Case Number: BD044 (BD-WEB-04)
Created by (BA/BL/SME): Nan Riepenhoff

Use Case Name: Pay Fees Online		
Level:		
Description: Customer pays fees online using credit card.		
Precondition: Created application, appropriate fees applied to application		
Primary Actor: Customer		
Secondary Actor: System		
Related Use Case(s): BD029-Create Contractor Account BD026-Create and Maintain Escrow Account use case		
Success: Fees are paid for, credit card is charged and payment is applied		
Actor	**System**	**Rate**
1. Customer opens department web site and selects the option to Pay Fees.	2. System prompts user to enter application number.	
3. Customer enters application number.	4. System retrieves and displays application fee due data.	
5. Customer selects fees to pay.	6. System adds fees to cart and prompts user to 'Add more fees from another application or Check out'.	
7. Customer selects Check out.	8. System prompts user to enter credit card information.	
9. Customer enters card data.	10. System validates card information and processes payment via third party payment processor.	
	11. System displays payment confirmation.	
Alternate Path 1:		
1.1 Customer logs into Contractor account from department web site.	1.2 System confirms user id and password and opens contractor account.	
1.3 Customer selects Pay fees option.	1.4 System displays all fees associated with contractor account.	
1.5 Customer selects all fees to pay.	1.6 System adds fees to cart and prompts user to 'Add more fees from another application or Check out'.	
1.7 Customer selects Check out.	1.8 If Escrow account exists associated with the active contractor account, system prompts user to select payment method of either credit card or escrow account.	
**Credit card processing resumes main path at step 9. See Create and Maintain Escrow Account use case for escrow payment process.		
Alternate Path 2:		
2.1	2.2 At step 10, payment transaction fails and failed transaction message is displayed to customer. Return to step 8 to submit alternative payment method.	

Alternate Path 3:		
2.3 At step 7, customer selects option to 'add fees from another application'.	2.4 System returns to the screen prompting user to enter application number, and resumes main path at step 3.	
Business Rules: All payments are processed via third party PCI compliant payment processor. All online credit card transactions are batched and settled on the following business day. Not all fee types may be paid online.		
Design: At step 4, system displays all fees due, but only provides payment options for those fee types that are configured to allow online payment.		
Security Requirement(s): Payments processed via PCI compliant third party payment processor.		
Data Retention: N/A		

Dept Name: BUILDING
Process Name: INSPECTIONS
Use Case Number: BD045
Created by (BA/BL/SME): Nan Riepenhoff

Use Case Name: Permit Expiration	
Use Case Priority: 1	
Level: User-goal	
Description: Process to expire permits/applications	
Precondition: Issued Permit, 180 days with no approved inspection	
Primary Actor: Staff	
Secondary Actor: System	
Related Use Case(s): BD046-Permit Issue - Use Case BD049-Result Inspections Use Case	
Success:	
Actor	**System**
	1. The System generates daily listing of all issued permits that have not had approved inspections within 180 days and sends list to designated staff.
2. Primary Actor receives daily listing of permit expirations and approves the expiration status.	3. The System shall set status to expire permits with no approved inspection activity within 180 days.
	4. The System generates a permit expiration notice card for all permits with no approved inspection activity within 180 days.
5. Primary Actor picks up system generated permit expiration notice card and mails card to customer.	6. The System generates a pending permit expiration warning card for all permits with no approved inspection activity within 150 days.
7. Primary Actor picks up system generated permit expiration warning card and mail to customer.	8. The System stores all generated notices in association with the permit number
Alternate Path 1:	
1.1 At step 2 in the main path, the designated staff disapproves the expiration status.	1.2 The System shall set status to active and the system extends the permit for 180 days.
Business Rules: 1. All permits within a project are independent and are expired based on permit specific inspection activity.	
Design:	
Security Requirement(s):	
Data Retention:	
Search Criteria:	
Comments:	

Dept Name: BUILDING
Process Name: PERMIT ISSUE
Use Case Number: BD046 (BD-PI-01)
Created by (BA/BL/SME): Nan Riepenhoff

Use Case Name: Issue Permit	
Use Case Priority: 1	
Level: Summary	
Description: Customer provides approved plans and proof of agency approvals. Permit Specialist verifies approved plans and agency approvals, receives fees and issues permit.	
Precondition: Plan review and approval	
Primary Actor: Customer	
Secondary Actor: Building Permit Specialist	
Related Use Case(s): BD042-OTC Plan Review Use Case BD050-Review Submitted Plans Use Case BD023-Apply Project Fees use case	
Success: Issued Permit	
Actor	**System**
1. Customer provides approved, stamped plans to Permit Issue Staff	
2. The Customer provides proof of agency approvals to Permit Issuance staff	
3. Permit Specialist enters agency approvals into application data	4. System stores agency approval data
5. Permit Specialist verifies plan approvals, project value, application metadata, and application fees	6. System stores project data, application fees and project valuation
7. Permit Specialist verifies license requirements for State and County and adds contractor data to application	8. System stores associated contractor data
9. Permit Specialist creates permits and Applies Project Fees	10. System calculates required project fees and saves fees to project. Prompts user to receive payment.
11. Customer makes payment	12. System receives and processes payment (check, cash or credit card)and records payment information
13. Building Permit Specialist prompts printing of permit and inspection record	14. System prints permit and inspection record and updates permit status to approved and issued
	15. System creates required inspections list for each approved permit, based

	on application metadata and permit type.
16. Customer receives approved permit, inspection record and 1 set of approved plans	17. System generates permits issued report
Alternate Path 1:	
1.1 At step 6, QAA contract is required	
1.2 Customer provides name of approved QAA company	
1.3 Permit Specialist validates QAA company name and adds to application data, verifies QAA requirement data in application	1.4 System records QAA company name and QAA requirement data
	1.5 System creates QAA contract
1.6 Permit Specialist prints QAA contract	1.7 System generates paper copy of QAA contract and emails electronic copy to QAA company
1.8 Customer signs QAA contract and resumes path at step 8	
Alternate Path 2:	
2.1 At step 2 in the main path, no agency approvals are required for the requested permit type. Resume main path at step 5	
Alternate Path 3:	
3.1 At step 1 in the main path, plan has been submitted and customer provides application number.	
3.2 Permit Specialist enters permit number into system to verify that permit is ready to issue.	3.3 System displays any outstanding requirements and payment due totals. Resume main path at step 2, or Alt 2.1.
Business Rules: Step 3: All required agency/Division/Department approvals must be obtained prior to permit issuance. Step 8: Contractor is responsible for obtaining a valid NV State License and a C.C. Business License with same classification Alt Path 1.2: QAA company must be certified and on the approved listing Step 13: System accepts cash, check and credit card payment	
Design: Step 15: Application metadata triggers the requirement of specific inspection types on pre-defined permit types. Step 17: Permit issued report may be systematically generated monthly and/or manually generated for specified date range. Report output must include application type, permit	

type, location, project valuation, census category, project location, project name. Systematically generated reports should automatically post for public viewing.

Dept Name: BUILDING
Process Name: PLAN REVIEW
Use Case Number: BD047 (BD-PR-01)
Created by (BA/BL/SME): Nan Riepenhoff, Kevin McOsker

Use Case Name: Assign New Plan Review
Level:
Description: Assign plan review to plan reviewer
Precondition: Created application number, Submitted plan
Primary Actor: Permit staff, Plan reviewer, Plan review supervisor
Secondary Actor: System
Related Use Case(s): BD050-Review Submitted Plans Use Case BD032-Create Project Number
Success: plan is assigned to plan reviewer

Actor	System	Rate
1. Permit staff Create Application Number and assign application type	2. System determines plan review requirements by application type selection, and populates plan review workflow accordingly	
	3. System populates 'plan received' date field for each review type	
4. Permit staff separates plans and delivers to plan review staff (2 sets to Zoning plan review, 1 set to Building-PAR)		
5. Permit staff make note in system that the plans have been routed and where they are located	6. System records plan movement and location data	
	7. System makes plan assignment based on review type, work category and plan reviewer work load	
	8. System creates task for assigned plan reviewer	
9. Plan reviewer receives task associated with assigned plan review		
10. Plan reviewer accepts task	11. System records assigned plan reviewer data	
	12. System sends notification to assigned plan reviewer and supervisor when the system defined plan review goal date has not been met.	
13. Plan reviewer requests listing of all plans assigned to them	14. System generates a listing of all reviews assigned to the plan reviewer, displaying application data and plan review status	
15. Plan review supervisor requests listing of plan reviews assigned to individuals or groups	16. System generates listing of all plan assignments by individual or group, displaying application data and plan review status.	

Alternate Path 1:		
	1.1 At step 7, the application or review type selected is configured for manual supervisor assignment only	
	1.2 System sends assignment task to identified plan review supervisor	
1.3 Plan review supervisor makes manual plan assignment	1.4 System records plan assignment and creates task for assigned plan reviewer	
Alternate Path 2:		
2.1 At step 10, plan reviewer does not accept task assignment	2.2 System asks plan reviewer for reason for rejection	
2.3 Plan reviewer enters reason for rejection	2.4 System records rejection, reason for rejection and creates task for plan review supervisor to re-assign plan review	
2.5 Plan review supervisor makes manual plan re-assignment	2.6 System records plan re-assignment and creates task for assigned plan reviewer	
Alternate Path 3:		
	3.1 At step 7, the application or review type selected is configured for group assignment only	
	3.2 System sends assignment task to plan reviewers in group	
3.3 Plan review makes manual plan assignment to themselves	3.4 System records plan assignment and creates plan review task for assigned plan reviewer	

Business Rules:
Only plan reviewer supervisors may make plan assignment changes.

Design:

1. Application types and plan review types are identified within the system configuration to default to systematic, manual supervisory plan review assignment or group assignment.
2. Plan review goal dates are configured at the application/plan review type level.
3. Plan reviewers are categorized by groups/agencies
4. Plan reviewers may be logged out of the system or flagged as inactive for scheduled/vacation leave. System makes no plan assignments to plan reviewers that are not active in the system.

Security Requirement(s):
Only users identified as plan review supervisors are allowed to change plan assignments

Data Retention:

Search Criteria:

Comments:

Dept Name: BUILDING
Process Name: Plan Review
Use Case Number: BD048 (BD-PR-04)
Created by (BA/BL/SME): Nan Riepenhoff, Kevin McOsker

Use Case Name: Process Plan Revision		
Level:		
Description: Submit, review and receive payment for changes to previously approved plans.		
Precondition: Existing application, Approved plan drawings		
Primary Actor: Customer, Building Plans Examiner(BPE), Permit Staff, BPE Supervisor		
Secondary Actor: System		
Related Use Case(s): BD047-Plan Review Assignment Use Case BD050-Review Submitted Plans Use Case BD048-Process Plan Revision		
Success: Revised plan is logged in to the proper reviewing agencies, reviewed, paid for and indexed into imaging system.		
Actor	**System**	**Rate**
1. Customer provides 2 sets of paper revised plans and existing application number to the permit office for review.		
2. Permit Staff does cursory review of application data and plan and determines that the submittal qualifies as a plan revision.	3. System retrieves and displays original plan review data and scope of work information.	
4. Permit Staff determines which trades are affected by the plan revision, and selects all applicable trades and selects the option to 'Create Plan Revision'.	5. System creates a unique identifier for the combined trade plan revision, within the existing application number.	
	6. System prompts user to 'Assign Plan Reviewer(s)' or review 'Over the Counter'.	
7. Permit Staff selects option to 'Assign Plan Reviewers'.	8. System generates 'Review Revised Plan' task to the reviewers of the originally approved plan.	
9. Permit Staff delivers paper plan to the assigned reviewers.		
10. BPE receive paper plans and open 'Review Revised Plan' task.	11. System updates plan revision status as 'In Process' and starts the clock on the plan review.	
	12. System displays plan revision checklist.	
13. BPE reviews revised plan.		
14. BPE completes plan revision checklist and Approves 'Review Revised Plan' task.	15. System updates plan revision status to 'Approved', stops the plan review clock, and prompts user to enter billable hours.	
16. BPE enters billable hours for the revision.	17. System calculates fee based on hours entered.	
	18. When all revision agencies are in Approved status, system calculates total hourly fees	

	due. Sends task to 'Revision Approved' task to Permit staff.	
19. Permit staff receive 'Revision Approved' task, and retrieve paper plans.		
20. Permit staff sends one copy of paper plans to Records to be indexed and imaged as most current version of plan., and files the customer copy in the 'Ready to Issue' plan room.		
21. Permit staff open 'Revision Approved' task and select option to Send Notice to Applicant.	22. System send electronic notification to applicant with relevant revision data and fee due information.	
23. Customer brings payment to the permit office to pick up approved revision.		
24. Permit staff retrieve revised plan, verify Approved status, and enter payment information.	25. System displays Approval data, processes payment, and prints transaction receipt.	
	26. System updates revision status to Complete.	
Alternate Path 1:		
1.1 At step 1, revised plan is uploaded electronically (see Submit Plan Revision Online).	1.2 System assigns agency plan reviews to the original review BPE (see Assigns Plan Review use case).	
1.3 BPE receives 'Review Revised Plan' task and opens attached plan files.	1.4 Resumes main path for steps 11-18.	
	1.5 System sends electronic copy of revised, approved plan to document imaging system to be indexed and imaged as most current version of plan.	
1.6 Permit staff open 'Revision Approved' task, verify fees, and select the option to notify applicant of fees due.	1.7 System send electronic notification to applicant with relevant revision data and fee due information with a PAY NOW embedded link.	
1.8 Customer selects option to PAY NOW.	1.9 System opens web service payment page, with pre-populated application/revision fee due data. User is prompted to make payment.	
1.10 Customer provides payment information and selects fee amount to be paid.	1.11 System successfully processes payment through secure PCI compliant 3rd party payment engine.	
	1.12 System returns to application revision display and prompts user to download approved revisions.	
1.13 Customer downloads approved revisions.	1.14 System updates revision status to Complete.	

Alternate Path 2:		
	2.1 At step 8 and 1.2, the original BPE is not available, and system makes assignment to designated alternate.	
Alternate Path 3:		
	3.1 System cannot successfully process payment. Returns payment processing error and prompts user to select new method of payment.	
Business Rules: Multiple or single agency reviews occur concurrently within the same revision. Multiple or single revisions may be processed/reviewed concurrently within the same application.		
Design: • All reports generated for Plan Review processes shall have the flexibility to include, exclude, or isolate revision data. • All reports displaying revision data shall display unique revision identifier. • Revisions may be submitted via paper or electronically, regardless of the original method of submission. • BPE Alternates must be configured for plan assignments .		
Security Requirement(s):		
Data Retention:		
Search Criteria:		
Comments:		

Dept Name: BUILDING
Process Name: INSPECTIONS
Use Case Number: BD049 (BD-IN-02)
Created by (BA/BL/SME): Nan Riepenhoff

Use Case Name: Result Inspections	
Use Case Priority:	
Level: User goal	
Description: Assigned inspections are performed and results recorded	
Precondition: Issue Permit, Schedule Inspection	
Primary Actor: Customer, Inspector, Inspection Supervisor	
Secondary Actor: System	
Related Use Case(s): BD038-Inspection - Assignment - Reassignment Use Case	
Success: Resulted Inspection	
Actor	**System**
1. Inspector performs inspection and enters inspection results as Approved, Disapproved or Cancelled	2. System records inspection results
	3. System resets permit expiration date to add 180 days for approved inspections
	4. System removes approved inspections from outstanding required inspection data
	5. System moves un-resulted inspections to next business day listing as priority
	6. System electronically notifies Inspection supervisor of any hold over inspections
7. Inspection Supervisor queries any inspections that have been requested and not completed on the requested date.	8. System pulls view of un-resulted inspection data.
Alternate Path 1:	
1.1 At step 1, inspector enters inspection result as disapproved with penalty fees	1.2 System attaches penalty fee to inspection type
Alternate Path 2:	
	2.1 At step 4, if the required inspection is not approved, it remains on outstanding inspections list.
Alternate Path 3:	
3.1 At step one, the inspector enters inspection result as disapproved and flags	3.2 System records the disapproval with outstanding notice and prompts the entry

the inspection as attached to a correction or violation notice.	of correction notice details.
3.3 Inspector adds correction notice items/notes to the inspection result	3.4 System records correction items as outstanding issues on inspection type
	3.5 System attaches outstanding issues to any future inspections of same type for resolution.
3.6 Customer requests follow up inspection of the same type.	3.7 System saves inspection request data and displays the correction notice issues for the inspector at when the inspection assignment is opened.
Business Rules: 1. All completed inspections are resulted at the time of completion. 2. Outstanding inspection penalty fees prohibit the scheduling of future inspections. 3. System displays an Overtime Yes or No option within each inspection result. If the inspection has been performed as overtime and marked as such, system will facilitate the charging of overtime fees.	
Design: Step 6: Listing of Inspections not resulted on the requested date emailed to designated supervisory staff with permit, inspection and assigned inspector data. Step 8: Un-resulted inspection data shall be displayed with option of sorting by inspector, work group, or inspection type.	

Dept Name: **Building**
Process Name: New Plan Review
Use Case Number: BD050 (BD-PR-02)
Created by (BA/BL/SME): Nan Riepenhoff, Kevin McOsker

Use Case Name: Review Submitted Plans (Electronic and Paper)
Level:
Description: The customer submits a set of plans for review and approval. Plans are distributed to Zoning/Civil and Building Plans Examination for concurrent review.
Precondition: Application Set Up, plan submission and distribution
Primary Actor: Building Plan Examiner (BPE), Customer, BPE Supervisor, Permit Staff
Secondary Actor: System
Related Use Case(s): BD030-Create New Online Application BD046-Permit Issue - Use Case BD047-Plan Review Assignment Use Case BD054-Submit Plans Online BD030-Create New Online Application
Success: Approved Building plan

Actor	System	Rate
1. New application is received and new application number is assigned. (See use cases Create New Online Application and Create Application Number.)		
2. Building Plan Exam (BPE) supervisor Assign New Plan Reviewer.		
3. BPE retrieves paper plan from PAR and logs plan out.	4. System saves plan movement log	
5. BPE opens 'review plan' task.	6. System updates status of 'review plan' task to In Process and 'starts the clock' on the agency review.	
7. BPE reviews plan.		
	8. System opens 'plan review checklist'	
9. BPE completes 'plan review checklist', entering project metadata where applicable.	10. System saves project metadata in searchable format, and marks completed checklist items as complete.	
11. BPE enters square footage by construction type	12. System calculates and saves project value based on square footage data	
13. BPE makes any adjustments to project scope and adds additional descriptive text as required.	14. System saves scope changes and descriptive text.	
15. BPE completes 'review plan' task and updates plan review status to Approved.	16. System 'stops clock' on plan review, records review plan task status as Approved, saving reviewer name, date of review, time spent and comments.	
17. BPE stamps plans, returns them to PAR, and logs them back in.	18. System saves plan movement log.	
19. BPE Manager requests report for	20. System generates listing of average review	

average total review time.	time by BPE user, agency or work group.	
21. BPE Manager requests backlog report.	22. System generates listing of average backlog days by agency or work group.	
Alternate Path 1:		
At step 12, plan review type is a sub-trade, and square footage/valuation information is not relative to the review. Resumes main path at step 14.		
Alternate Path 2:		
2.1 At step 10, plan reviewer does not fully complete all required checklist items	2.2 System highlights incomplete checklist items and displays error message that all checklist items must be complete to complete checklist task.	
2.3 BPE resumes main path at step 10 to complete checklist.		
Alternate Path 3:		
3.1 At step 16, plans are not approvable and require corrections. BPE completes 'review plan' task and updates task status to 'Corrections required'.	3.2 System 'stops clock' on plan review, records review plan task status as 'Corrections required' saving reviewer name, date of review, time spent, comments.	
3.3 BPE opens 'create correction letter' task and selects correction letter template.	3.4 System merges application data with correction letter template and displays document for customization.	
3.5 BPE itemizes required plan corrections in correction document, saves.	3.6 System saves correction document and prompts user to select recipients from distribution list.	
3.7 BPE selects appropriate recipient name document distribution and sends.	3.8 System emails correction document to customer recipient and sends electronic copy to DIS for electronic indexing.	
3.9 Customer receives correction document.		
3.10 Customer provides corrected plans to BPE.		
3.11 Permit staff receive corrected paper plans at front counter, and logs that corrections have been received for review.	3.12 System saves log entry, and prompts user to assign corrected plan review, displaying the original plan reviewer as the primary assignment option.	
3.13 Permit staff open 'assigned corrected plan' task, and select plan reviewer. Delivers paper plan reviewer.	3.14 System records corrected plan assignment, and creates 'corrected plan review' task for assigned plan reviewer.	
3.15 BPE receives and opens task for corrected plan review.	3.16 System updates corrected plan review task status to 'In Process'	
3.17 BPE reviews plans and plan review cycles resumes at step 8.		
Alternate Path 4:		
4.1 At step 3, the plan assigned is an electronic plan and there are no paper plans to retrieve.	4.2 System recognizes that the plan has been submitted electronically and links/attaches submitted plans to 'review plan' task.	

4.3 BPE opens ‘review plan’ task and opens plan file attachment.	4.4 System simultaneously opens electronic plan review, plan review checklist, changes plan review status to ‘in process’, and starts the clock on the agency review.	
4.5 BPE reviews electronic plan, making electronic mark up tools.	4.6 System saves plan mark ups.	
4.7 BPE resumes main path at steps 9-16. Then continue to step 4.8 in Alternate Path 4.		
4.8 BPE applies stamps to plans electronically.	4.9 System saves applied stamps at designated border location on plans. Resume main path at step 19.	

Business Rules:
The plan review/correction cycle may occur multiple times for each agency.

Design:

- Plan review checklist is specific to agency type review.
- Plan review checklist items can be configured as required or optional, based on review/application type
- At step 3.6, distribution list will populate from names associated with application.
- System should track the review time for each review cycle.
- At step 20, total review time report provides review times based on work days between plan submission and approved plan review, excluding those days that plans were pending correction response.
- At step 22, backlog time is number of work days between plan submission and completion of first review cycle.
- At step 10, checklist items may be deferred, but are flagged as required for completion prior to system acceptance of plan approval.

Security Requirement(s):
Plan reviewers may only change or update their own entries.

Data Retention:

Search Criteria:

Comments:

Dept Name: BUILDING
Process Name: Plan Submittal
Use Case Number: BD051 (BD-PS-02)
Created by (BA/BL/SME): Nan Riepenhoff

Use Case Name: Route and Track Plans		
Level:		
Description: Paper plans are moved between divisions to be reviewed by various trade specialist Building Plan Review Staff. All levels of staff make system entries that update the location and status and disposition of project plans.		
Precondition: Assigned project number and submitted plans.		
Primary Actor: BD staff		
Secondary Actor: System		
Related Use Case(s): BD032-Create Project Number BD050-Review Submitted Plans Use Case BD047-Plan Review Assignment Use Case		
Success: Plans are moved and monitored through the course of the entire plan review process, with staff and customers both knowing at all times where plans are and disposition of said plans. Customers are notified via electronic communication of status changes and requested corrections.		
Actor	**System**	**Rate**
1. Staff logs plans in as R***eceived*** after new project number is created and plans are accepted.	2. System records ***Received*** action and starts the clock on the department review process. System sends notification to plan review groups requiring approval that new plans have been received.	
3. Staff is assigned and begins review		
Business Rules:		
Design: At step 1, system allows for a single entry status update for one or many agencies (i.e. staff enters ***Received*** status for multiple review agencies; Architectural, Electrical, Structural, etc. with a single entry of ***Received***) At step 2, required reviews are established at project type configuration.		
Security Requirement(s):		
Data Retention:		
Search Criteria:		
Comments:		

Dept Name: Building Department
Process Name: QAA and Fabricators
Use Case Number: BD052
Created by (BA/BL/SME): Ted Droessler, Jonathan Bahr, Reese Symanowski

Use Case Name: Special Inspection Statement and Agreement		
Level: Summary		
Description: The Statement of Special Inspection is prepared by the engineer or architect who designed the project. The document is uploaded into the system as part of an electronic plan submittal or is provided as a paper submittal.. The Plan Examiner accepts the Statement of Special Inspection. The system generates an agreement and the statement and agreement are electronically sent to the agency for acceptance.		
Precondition: Permit is ready to Issue, and fees associated only with the permit are calculated but have not been collected.		
Primary Actor: Plan Examiner		
Secondary Actor: Agency, Owner		
Related Use Case(s): BD041-MaintainApprovedProviderList		
Success: The agency receives the agreement with the statement of special inspection electronically and accepts the agreement and sends it back with an electronic signature.		
Actor	**System**	**Rate**
1. The discipline plan examiner has reviewed and approved the plan. They determine a structural/fire protection special inspection is needed and request to select the special inspection requirements to be included in the Statement of Special Inspection.	2. The system provides a checklist to select the special inspection requirements.	
3. The Plan Examiner selects the special inspection requirements.	4. The system populates the required special inspection requirements into the Special Inspection Agreement and saves.	
5. The Owner or owner's agent selects the special inspection agency or agencies from the approved provider listing.	6. The system generates a QAA Special Inspection Agreement with the selected agency or agencies.	
	7. The system saves the Special Inspection Agreement and sends the agreement and the statement electronically to the agency.	
8. The agency receives the statement and agreement. They accept the agreement and select to send it back with an electronic signature.	9. The system saves the electronically saved agreement. Continue to use cases Permit Issuance, Inspections	
Alternate Path 1:		
1.1 At step 8 the agency does not accept the agreement. Continue at step 5.		
Business Rules: A permit that has already been issued with no special inspection may later require special inspections. A permit that has already been issued with special inspections may later require additional special inspections be added or that special inspections be removed.		

A permit that has already been issued with special inspection requirements may later require providers be removed or added.
Comment: In addition to this use case: The proposed amendments to the 2012 IBC have a requirement for contractor quality control and selection from an approved provider list similar to the selection of a special inspection agency.
Search Criteria: QAA Name [Report: QAA Name, Permit number, valuation, special inspection requirements, Structural Observer, other selected QAAs]

Dept Name: BUILDING
Process Name: Complaints
Use Case Number: BD053 (BD-ACET-02)
Created by (BA/BL/SME): Nan Riepenhoff, Tarri Shank

Use Case Name: Submit Complaint Online		
Level:		
Description: Citizen reports a complaint online to the appropriate department within the jurisdiction		
Precondition: Complaint location within Unincorporated Clark County		
Primary Actor: Citizen, Permit Specialist		
Secondary Actor: System		
Related Use Case(s): BD024-Case inspection-followup-maintenance		
Success: Complaint is submitted and received by most appropriate department; complaint is saved and given a system generated case number.		
Actor	**System**	**Rate**
1. Citizen selects option to 'Report a Concern' from the department website.	2. System prompts user to provide location.	
3. Citizen provides location data.	4. System verifies that the location provided is within jurisdictional boundaries, retrieves location data from the Assessors records, and returns listing of matching values.	
5. Citizen makes location selection.	6. System saves location selection and prompts user to select 'Nature of Complaint' from drop down menu.	
7. Citizen selects a Building related issues.	8. System saves complaint type and determines department/agency association. Prompts user to select Residential or Commercial concern.	
9. Citizen selects Commercial concern.	10. System saves Commercial association and prompts user to provide additional case information.	
11. Citizen provides additional case information.	12. System stores case data, and prompts user to provide contact information.	
13. Citizen enters name, phone number and email address.	14. System saves contact person information, and prompts user to upload supporting photos.	
15. Citizen uploads photos.	16. System saves photos and prompts user to Submit concern.	
17. Citizen submits case.	18. System saves data and sends notification of pending case to designated staff at appropriate department.	
19. Permit specialist validates complaint data and selects option to 'Create Case'.	20. System generates new case number and sends notification of action taken to contact person.	
Proceed to Case Inspection, Follow-up, and Maintenance Use Case.		
Design: At step 2, user is given option to provide location via street address, assessor's parcel number, or by		

selecting a point on GIS map interface.
At step 8, System is configured with complaint type data mapping; complaint types are associated with departments/agencies.
At step 11, web service displays e-form with data fields for citizen input based on system assigned case type.

Dept Name: BUILDING
Process Name: Electronic Plan Submission
Use Case Number: BD054 (BD-WEB-02)
Created by (BA/BL/SME): Nan Riepenhoff

Use Case Name: Submit Plans Online		
Level:		
Description: Customer has created an online application, and confirmed that they will submit plans electronically		
Precondition: Online application has been created.		
Primary Actor: Customer, Permit tech		
Secondary Actor: System		
Related Use Case(s): BD030-Create New Online Application BD050-Review Submitted Plans Use Case		
Success: Successfully uploaded electronic plans		
Actor	**System**	**Rate**
1. Customer successfully Submits New Online Application, and selects option to Upload Plans.	2. System displays message informing user of acceptable file formats (jpeg, pdf, tif, etc.), prompts user to confirm.	
3. Applicant confirms acceptable file format.	4. System opens new window, retrieves application data and displays listing of 'plan types' (Architectural, Structural, Electrical, Plumbing, Mechanical, Geotechnical, Calculations) for selection.	
5. Applicant selects all appropriate 'plan types'.	6. System creates and displays an 'upload now' button for each plan type selected.	
7. Applicant selects 'upload now' for appropriate 'plan types'.	8. System gives applicant option to browse for file/plan and upload file/plan.	
9. Applicant selects files and uploads plans.	10. System saves all uploaded plans in folder of same plan type name.	
11. Applicant completes upload and selects option to complete the upload task	12. System displays notice that when the upload task is complete, applicant will lose access to upload additional drawings, and prompts user 'are you sure?'	
13. Applicant confirms completion of upload task.	14. System closes access to Applicant to upload additional files, and creates plan assignment task for plan reviewer or plan review supervisor (dependent on application configuration).	
Business Rules:		
Design: • At step 8, plan pages may be loaded individually, or by entire file folder. Multiple pages and files may be loaded within single transaction.		

Dept Name: Building Department
Process Name: Resort Inspections
Use Case Number: BD055
Created by (BA/BL/SME): Ashok Guthikonda, Jami S. Lizak and Nan Riepenhoff

Use Case Name: Time sheet entry for property inspections
Level: User Goal
Description: Inspector(s) will login the hours after property inspection has been done to enable managers invoice the customer accordingly.
Precondition: Inspector should go and inspect the property daily or periodically and have an Inspection service receipt signed from the customer.
Primary Actor: Inspector
Secondary Actor: Manager
Related Use Case(s): BD040-Invoice Customer after Property Inspection use case
Success: • Inspector is able to login their weekly hours. • Inspector is able to print the time sheet. • Manager is able to approve the time sheet.

Actor	System	Rate
1. Inspector Logs into the system and open the page to enter the weekly time sheet.	2. System displays a page where the user can select list of Property names/ Property number along with the date range.	
3. Inspector is able to select the Property details and enter date range.	4. System records the information and validates the date entered and pulls the information.	
	5. System displays a page to enter their weekly hours based on billable and non billable hours.	
6. Inspector is able to enter the weekly hours.	7. System records the information and display to enter the hours against the # of notices processed (NOV's, Correction notice, RCA, Resolved notices).	
8. Inspector enters hours against the number of notices they have performed.	9. System records the information.	
	10. System calculates the total hours with their appropriate billable rates and gives the Total Service value.	
11. Inspector saves the entry.	12. System records the data	
	13. System at the back ground should search and consolidate entries that are entered in that week against the category (property name, property number and inspector).	
	14. System pop up a message to attach signed acknowledgement from resort property designee	
15. Inspector attaches the scanned copy	16. System records the information and sends a notification to the manager for approval	

17. Manager verifies the details and approves the time sheet.	18. System updates the status as approved.	
Alternate Path 1:		
	1.1 At step 4, if the system fails to identify the property name, it prompts to enter appropriate property details.	
1.2 User has to start from step 3		
Alternate Path 2:		
2.1 At step 11, if the user tries to close the page without saving	2.2 System prompts to save before closing the page	
2.3 If the user saves continue from step 12 or else continue from step 1		

Business Rules:

1. Inspector is able to enter Property Name and Number before logging the hours into the system
2. Special Investigation hours will be charged at 2x fee.

Design:

Step 2: System has to prompt for Property Number, Property Name and user name.

Field Name	Field Type	Mandatory Field
Property Name	Text Box	Yes
Property Number	Alpha Numeric	Yes
From date	date	Yes
To Date	date	Yes

Step 4: system has to display the following

Field Name	Field Type	Mandatory Field
Research Hours	Numeric	No
Inspection Hours	Numeric	No
Special Investigation Hours	Numeric	No

Step 6: system has to display the following

Field Name	Field Type	Mandatory Field
NOV's	Numeric	No
Correction Notices	Numeric	No
RCA	Numeric	No
Resolved Notices	Numeric	no

Step 11: System should show the status as pending until the manager approves the time sheet.

Security Requirement(s):

1. User needs to have login credentials to access the system.

Data Retention:

Search Criteria:

Comments:

Assumption: Billing rates are predetermined in the system.

Example: Time Sheet Entry

CLARK COUNTY DEVELOPMENT SERVICES
RESORT INSPECTIONS - STAFF TIME SHEET

Weekly Timesheet by Property

PAC #: 12-46483 Chuck Hanson

PROPERTY NAME: WESTIN

Month: January **Date Range:** 1 THRU 4 **Year:** 2013

DAY DATE	COMMENTS	RESEARCH HOURS	INSPECTION HOURS	SPECIAL INVESTIGATION HOURS (2X FEE)	NOV's	CORRECTION NOTICES	RCA	RESOLVED NOTICES	TOTAL HOURS
MON	0	0.0	0.0	0.0	0	0	0	0	0.0
TUE	0	0.0	0.0	0.0	0	0	0	0	0.0
WED	0	0.0	0.0	0.0	0	0	0	0	0.0
THU	0	1.0	5.0	0.0	0	0	0	0	6.0
FRI	0	4.0	0.0	0.0	1	2	5	0	4.0
Totals:		5.0	5.0	0.0	1	2	5	0	10.0
	Billable Rate:	$110.00	$110.00	$220.00					
	Service:	$550.00	$550.00	$0.00					

Total Service : $1,100.00

Signature: Chuck Hanson

I have reviewed and find the above billing accurate. I authorize payment be submitted to Clark County at this time.

Property Agent's Name: Philip Bracco Signature: Philip Bracco Date: 1/8/13

OFFICE USE ONLY

Supervisor: Joyce Gier

CLARK COUNTY DEVELOPMENT SERVICES
RESORT INSPECTIONS - STAFF TIME SHEET

Timesheet Summary By Man

1.) **PROPERTY NAME:** WESTIN **INSPECTOR:** Chuck Hanson
PAC #: 12-46483

2.) **PROPERTY NAME:** N/A **Month:** January January
PAC #: N/A 1 THRU 4

2.) **PROPERTY NAME:** N/A **Year:** 2013
PAC #: N/A

			Property Billable Time			Non-Billable Time or field collected fees					Notice Processing (# of notices)				
DAY DATE	PAC #	COMMENTS	RESEARCH HOURS	INSPECTION HOURS	SPECIAL INVESTIGATION HOURS (2X FEE)	MINOR/APP RESOLUTION	TRAINING	OTHER DUTIES ASSIGNED	LEAVE TAKEN	HOLIDAY	NOV's	CORRECTION NOTICES	RCA	RESOLVED NOTICES	TOTAL HOURS
MON	12-46483														
	N/A														0.00
	N/A														
TUE	12-46483														
	N/A									8.00					8.00
	N/A														
WED	12-46483														
	N/A								8.00						8.00
	N/A														
THR	12-46483		1.0	5.0											
	N/A							2.00							8.00
	N/A														
FRI	12-46483		4.0								1	2	5		
	N/A							4.00							8.00
	N/A														
Totals:			5.0	5.0	0.0	0.00	0.00	6.00	8.00	8.00	1	2	5	0	32.00
													% Time Billable:		62.50%
													Total Billable:		$1,100.00

Project Summary

PAC #	Project	Research Hours	Inspection Hours	Special Investigation			NOV	Correction Notices	RCA	Resolved Notices
12-46483	WESTIN	5.0	5.0	0.0			1	2	5	0
N/A	N/A	0.0	0.0	0.0			0	0	0	0
N/A	N/A	0.0	0.0	0.0			0	0	0	0

Dept Name: Building Department
Process Name: BD065-Finance-Daily Cash Balancing
Use Case Number: BD056
Created by (BA/BL/SME): Ashok Guthikonda, Nan Riepenhoff and Tammie Hicks

Use Case Name: Balance Daily Cashier Deposit		
Level: User Goal		
Description: End of the business day, Cashier wants to balance the funds against the transactions processed		
Precondition: Cashier has login and is logged into the system		
Primary Actor: Cashier		
Secondary Actor:		
Related Use Case(s): BD023-Apply Project Fees use case, BD044-Pay fees online use case		
Success: Able to balance the transactions with the actual		
Actor	**System**	**Rate**
1. Cashier navigate through the menu and selects to open the report	2. System displays to enter the report name	
3. Cashier enters the report "daily cashier receipts report"	4. System displays to enter the date range	
5. Cashier enters the date range	6. System displays all the transactions processed during the day and is able to print the report.	
7. Cashier selects to print the report	8. System prints the report	
9. Cashier verify the transactions for corrections		
10. Cashier balances the funds with the transactions processed in the system		
11. Cashier submits the report and funds to the book keeper after balancing.		
Alternate Path 2: Check # corrections		
2.1 At step 9, Check # or Account information need to be corrected		
2.2 Cashier corrects the information on the transaction stating the reason for correction	2.3 System saves the changes and records the comments entered by the cashier	
Alternate Path 3: Transaction having Under/Over Payment posting		
3.1 At step 9, Overpayment or underpayment is identified		
3.2 Cashier corrects the information on the transaction stating the reason for correction	3.3 System saves the changes and records the comments entered by the cashier	
Business Rules: - Transactions processed must match with the actual - All adjustments must be approved by management		
Design: - Transactions on the Report should sort as per the time stamp on it		

Audit Trail:

- An audit trail entry will be made for creation and modification of fees
- Audit trail information will include User id, date/time, brief detail of transaction

Security Requirement(s):

Data Retention:

Search Criteria:

Reporting:

System shall provide a report to print all the transactions recorded by the Cashier for the day.
Daily Cash receipts report should have following fields

Default **Sort** Criteria:

- Date posted

Field:

Header Information

- Report Name
- Date Range
- Cashier Name
- Date Posted

Line Information

- Receipt #
- Application #
- Pymt Type #
- Fee type
- Payment Description
- Total By Cash
- Total By Check
- Total by MO
- Total by GL Account
- Total by Credit Card
- Total by Cashier
- Total by posted date

Comments:

Dept Name: Building Department
Process Name: BD065-Finance-Daily Cash Balancing
Use Case Number: BD057
Created by (BA/BL/SME): Ashok Guthikonda, Nan Riepenhoff and Tammie Hicks

Use Case Name: Daily Reconciliation by Book keeper
Level: User Goal
Description: Book Keeper gets daily balance package from all the cashiers. Book Keeper prints the reports to verify the balances from the transactions processed with the actuals.
Precondition: Book Keeper has daily balance package from all the cashiers and is logged into the system
Primary Actor: Book Keeper
Secondary Actor: Finance, Cashier
Related Use Case(s): BD056-Balance Daily Cashier Deposit, BD058-Daily Reconciliation of Online Credit Card Payments, BD059-Month end reports
Success: - Able to balance transactions processed with the actual - Able to prepare daily deposit package for Loomis Pick up

Actor	System	Rate
1. Book Keeper navigates through the menu options and select the reports a) Receipt Summary by Account i) Summary ii) Detail b) Code Enforcement Receipts Accounting c) Appl by census report category i) Summary ii) Detail d) Permit statistics by permit type i) Summary ii) Detail e) Cashier daily cash recap f) Revenue and Valuation Report g) Revenue Transmittal Report	2. System displays to select the date range	
3. Book Keeper selects the date range	4. System display the report on the screen and is able to print the report	
5. Book Keeper selects to print the report	6. System prints the report	
7. Book Keeper verifies the cash balances and validate checks		
8. Book Keeper verifies value of transactions from the report - Appl by census report category		
9. Book Keeper verifies number of permits per day from the report - Permit statistics by permit type		
10. Book Keeper verifies revenue information from Revenue and		

Valuation Report		
11. Book Keeper send Revenue transmittal report with the back up to the manager for posting the details into SAP		
12. Book Keeper Prepares the deposit package for Loomis Pick up		
Alternate Path 1: Adjustments		
1.1 At step 7, corrections identified		
1.2 Book Keeper adjust the corrections and enter the reason for the corrections		

Business Rules:

- System shall be able to post all transactions to the right G/L and to the cost center
- Transactions processed must match with the actual

Design:

At step 1a. Receipt Summary by Account report should display the transactions based on the payment type

At step 1g. This report should have values with all cash, check, Code enforcement receipts and deduct escrow payments, credit card payments.

(Nice to Have)

Flexibility to group all the reports for daily reconciliation and schedule to run and send it to print/email

Audit Trail:

- An audit trail entry will be made for creation and modification of transaction
- Audit trail information will include User id, date/time, brief detail of transaction

Security Requirement(s):

Data Retention:

Reports:

1a. **Receipt Summary by Account Report:** Used for balancing the funds received by all the cashiers

Display option: Summary or Detail or Both

For Summary Report

Fields in the Report:

Header: Print Date and Time stamp
Department Name
Report Name
Date Range
Page #

Body: Account Number
Payment method
Debit Amount
Credit Amount
Account Description
Totals

For Detail Report

Fields in the Report:

Header: Print Date and Time stamp
Department Name
Report Name
Date Range
Page #

Body: (Default Sort by Payment Method and cashier)
Payment Method*: Cash/Check/MO*
Cashier Name*: xxxxx*
Account Number
Application #
Receipt Date
Fee Code
Debit Amount
Credit Amount
Totals By Payment method and then each cashier

1b. **Code Enforcement Receipts Accounting Report:** This report is to have summary of the code enforcement receipts.

Fields in the Report:
Header: Print Date and Time stamp
Department Name
Report Name
Date Range
Page #

Body: (Default Sort by Payment Method and cashier)
GL Account Code
Case No
Payment amount
Payment Method
Receipt No
Transaction type
Totals

1c. **Appl by census report category report:** This report gives you the value of the transactions processed on the day

Display option: Summary or Detail or Both

For Summary Report

Fields in the Report:
Header: Print Date and Time stamp
Department Name

Report Name
Date Range
Page #

Body: Report Category
Structures
Privately Units
Owned Valuation
Sq Feet
Structures
Publicly Units
Owned Valuation
Sq Feet
Totals

For Detail Report

Fields in the Report:

Header: Print Date and Time stamp
Department Name
Report Name
Date Range
Page #

Body: Account Number
Report Category, Site Address, Assessor Parcel Number
Owner
Ownership STR/PMT
Issued
Structures sq footage
Units
Permit Valuation

1d. Permit statistics by permit type: This report gives you the number of permits processed on the day

Display option: Summary or Detail or Both

For Summary Report

Fields in the Report:

Header: Print Date and Time stamp
Department Name
Report Name
Date Range
Page #

Body: Permit Type

Valuation
Current Period (mm/dd/yy - mm/dd/yy)
Issued
Fees
YTD (mm/dd/yy - mm/dd/yy)
Issued
Fees
Same Period Prev Year (mm/dd/yy - mm/dd/yy)
Issued
Fees
Prev Year YTD (mm/dd/yy - mm/dd/yy)
Issued
Fees
Totals

For Detail Report

Fields in the Report:

Header: Print Date and Time stamp
Department Name
Report Name
Date Range
Page #

Body: (Default Sort by Permit Type)
Application Number
Structure
Permit
Issue Date
Permit Fee
Plan Check Fee
Total
Valuation
Square Footage

Total of Permit Type
Total of Permit Fee
Total of Plan check Fee
Total of total
Total Valuation

1f. Revenue and Valuation Report: This report is consolidation of revenue information from the Receipt summary by account, permit and valuation information from report 1c and 1d

1g. Revenue Transmittal Report: Final report used to enter the revenue information into SAP

Fields in the Report:

Header: Print Date and Time stamp
Department Name
Report Name
Date Range
Page #

Loomis Deposit: $xxxxxx.xx
Credit Card Deposit: $ xxxxxx.xx (Date)
Records Credit Card Deposit: $ xxxxxx.xx
Total Deposit: $ xxxxxx.xx
Change request deposited: $ xxxxxx.xx
Change request shipped: $ xxxxxx.xx
Date of work:
Date of deposit:
Date of cash journal:

Body: Business Transactions
Amount
G/L
Cost Center
Fund
Reference
Total Cash Receipts
Total Cash Payments

Comments:

Dept Name: Building Department
Process Name: BD065-Finance-Daily Cash Balancing
Use Case Number: BD058
Created by (BA/BL/SME): Ashok Guthikonda, Tammie Hicks, Nan Riepenhoff

Use Case Name: Daily Reconciliation of Online Credit Card Payments		
Level: User Goal		
Description: Book Keeper has a process to reconcile and verify the previous day's credit card online payment batches.		
Precondition: Online credit card payments have been made on previous day		
Primary Actor: Book Keeper		
Secondary Actor: System		
Related Use Case(s): BD056-Balance Daily Cashier Deposit, BD044-Pay fees online use case		
Success: Able to complete daily reconciliation of online credit card payments		
Actor	**System**	**Rate**
1. User is able to access the system with the login details and navigate to the appropriate menu	2. The system displays to enter the specific date to pull the payment transactions that are authorized but not settled to a batch.	
3. User enters that date and is able to print the batches in the form of a report	4. The system returns the view of all the posted payments for the specific date	
5. User verify the transactions and selects to make the transactions into a batch	6. The system combine all the records into a batch showing the total records and amount settled for the selected date.	
7. User selects the batch and click to close.	8. System closes the batch changing the status into "close" and is ready for posting the records into the GL accounts	
	9. The system allows the option to print	
10. User is able to post the batch and is able to print automatically the cash post report to the designated output.		
11. User selects the batch and clicks to post the batch	12. System post the batch and all the credit card transactions will be credited to the appropriate GL account for the payment type	
Alternate Path 1:		
1.1 At step 4, user is able to uncheck any transactions that should not be processed in the batch.	1.2 The system will not process the record that is unchecked. Cont from step 5	
Alternate Path 2:		
2.1 At step 5, User verify the payment transactions and may logoff to exit	2.2 The system returns or may close the application	
Alternate Path 3:		
3.1 At step 10, User is able to select detail or summary cash post listing report	3.2 The system prints the detailed transactions if it is detailed or summary if user selects summary. Cont step 11	
Business Rules: • (Step 6) Settlement batch shall be processed on a daily basis • On weekends or holidays, batch process should be done the next available business day		

Design: • User is able to export the cash post report into an Excel spread sheet or pdf.
Security Requirement(s):
Data Retention:
Comments:

Dept Name: Building Department
Process Name: BD065-Finance-Daily Cash Balancing
Use Case Number: BD059
Created by (BA/BL/SME): Ashok Guthikonda, Tammie Hicks and Nan Riepenhoff

Use Case Name: Month end reports		
Level: User Goal		
Description: Book Keeper wants to print monthly reports to verify/audit total transactions on that month		
Precondition: All transactions posted to the GL accounts		
Primary Actor: Book Keeper		
Secondary Actor:		
Related Use Case(s): BD056-Balance Daily Cashier Deposit, BD062-Manage Escrow Account		
Success: Able to view and print the reports		
Actor	**System**	**Rate**
1. User able to login to the system	2. System displays menu options	
3. User navigate through the menu and selects to run Water fee report	4. System displays to select the month for the report	
5. User selects the month	6. System retrieves the data and displays the transactions for the month.	
7. User selects to print the report	8. System prints the report and returns to the Main page	
9. User selects to print Escrow transfer report	10. System displays the list of all transfers/deposits done by all the cashiers in the month and is able to print the report	
11. User selects to print the report	12. System prints the report and returns back to the menu options	
13. User send the report to the manager to transfer the amount from the escrow fund to the correct G/L account		
Alternate Path 1:		
1.1 At step 5, User selects quarterly report	1.2 System displays the related transactions in the selected quarter	
1.3 User selects to print the report	1.4 System prints the report	
1.5 User matches the quarterly report with monthly report and then request a check for the amount less the service fee and send it to the State of Nevada		

Business Rules:

- Monthly reports are used verify and to transfer the correct amount from the escrow fund to the correct G/L account
- All monthly reports should be printed on first business day of every month.

Design:

- Report is able to print in a month range
- User is able to export the reports into an Excel spread sheet or pdf.
- There should be a possibility of scheduling Periodic Reports to print without user intervention
- Water fee report should be able to print in the month and quarterly range.

Security Requirement(s):

Data Retention:

Reports:

- Water fee report: Monthly and Quarterly report to request a check for the amount less the service fee and send it to the State of Nevada.
- Escrow Transfer report: Report the gives amount transfers and deposits in an escrow account in that month.

Field	Type
Fee Code	Text
Count	Number
Payment Amount	Number
Credit Amount	Number
Escrow Amount	Number
Transfer Details	Text
Totals By Payment Type	
Cash	Number
Check	Number
Escrow Payment	Number
Total Corrections	
Refund	Number
Credit to Escrow	Number
Adjust with GL	Number
Adjust without GL	Number
Redistribute	Number

- Refunds Report: Report to show the refunds performed in the month. Fields required are
    - Date of Voucher,
    - Permit Number,
    - Refund Amount
    - totals

Comments:

Dept Name: Building Department
Process Name: BD066-Finance-Escrow Account
Use Case Number: BD060
Created by (BA/BL/SME): Ashok Guthikonda, Nan Riepenhoff and Tammie Hicks

Use Case Name: Customer New Escrow Account request – Online		
Level: User goal		
Description: Customer wants to setup an new escrow account for their project		
Precondition: Customer already have an account with Clark County and is logged into the website		
Primary Actor: Customer		
Secondary Actor:		
Related Use Case(s): FD002-PopulateAddressInformation, FD004-PopulatePersonInformation, FD005-PopulateCompanyInformation		
Success: Able to create an escrow account and able to do Initial funds deposit		
Actor	**System**	**Rate**
1. User is able to select and create a new Escrow Account.	2. System displays fields required to open an Escrow Account	
3. User select the type of Escrow Account from the list of selection		
4. User key in the Applicant Information		
5. User key in the Company Information		
6. User key in the Address Information		
7. User key in the Primary contact Information		
8. User saves the information	9. System records and validates the information for completeness before saving the information.	
	10. System holds the information and prompts to make deposit via credit card	
11. User enters credit card information and amount to deposit/transfer	12. System displays confirmation of transaction to be completed	
13. User confirms the transaction	14. System validates payment via third party payment processor and applies to escrow account.	
15. User selects to print the receipt	16. System Prints the receipt.	
	17. System pop up a message showing that the account has been successfully created.	
18. User selects ok button on the message box	19. System returns to the main page	
Alternate Path 1:		
1.1 At step 4, User also enters authorized users information (if it is permissible for that type of Escrow account.) Continue step 5.		
Alternate Path 2:		
	2.1 At Step 9, if the validation fails, system shall popup a message to correct the	

	information.	
2.2 User corrects the information and continue from step 9		
Alternate Path 3:		
	3.1 At step 12, System provides option to cancel the transaction	
3.2 User selects cancel	3.3 System returns the user to the main page	
Alternate Path 4:		
	4.1 At step 14, if validation fails, system displays Payment processing failure notice and return to step 11	

Business Rules:

- Customer accounts are based on the project.
- Customer should have credentials to open an Escrow Account.
- Customer may have one or more escrow accounts.
- Only Revision escrow accounts permit authorized users.
- Escrow account should be closed once the project has been completed.
- $5000/- should be deposited as an initial fund while opening a new escrow account for OT and revision type.
- $10000/- is the initial deposit for AFP escrow account type.
- System shall able to hold the imaged documents for the account.

Design:

- Required fields to open an Escrow account are dependent on Escrow Account type.
- System shall able to list the account types while opening an escrow account.
- User is able to print the statement and reports for their escrow account at any point of time.
- System shall able to send the notifications to the customer when there is a(n) activity/change in account status.

Security Requirement(s):

Data Retention: NA

Reports:

- Escrow account statements: Statements of account with listing of all account activity and current balance.

Comments:

Dept Name: Building Department
Process Name: BD066-Finance-Escrow Account
Use Case Number: BD061
Created by (BA/BL/SME): Ashok Guthikonda, Nan Riepenhoff and Tammie Hicks

Use Case Name: Customer New Escrow Account request – In person		
Level: User goal		
Description: Customer wants to setup a new escrow account for their project and is in person at the building department to submit the application		
Precondition: Building department staff has login and is logged into the system		
Primary Actor: Book Keeper		
Secondary Actor: Customer		
Related Use Case(s): FD002-PopulateAddressInformation, FD004-PopulatePersonInformation, FD005-PopulateCompanyInformation		
Success: - User is able to create a New Escrow Account - User able to do Initial deposit into the account		
Actor	**System**	**Rate**
1. User is able to navigate through the menu and is able to select Escrow Account setup	2. System displays fields required to open an Escrow Account	
3. User select the type of escrow account from the list of selection		
4. User key in the Applicant Information		
5. User key in the Company Information		
6. User key in the Address Information		
7. User key in the Primary contact Information		
8. User saves the information	9. System records and validates the information for completeness before saving the information.	
	10. System holds the information and prompt to choose payment methods (i.e. Credit Card, Cash, Check) for Initial deposit	
11. User selects the method of payment and key in the details	12. System displays confirmation of transaction to be completed	
13. User confirms the transaction	14. System performs deposit and displays to print the receipt	
15. User selects to print the receipt	16. System Prints the receipt and displays the overall account information	
17. User gives the receipt to the customer		
Alternate Path 1: Authorized Users		
2.1 At step 7, User enters authorized users information along with personnel information (if it is permissible for that type of Escrow account.) Continue from step 5.		

Alternate Path 2:		
	2.1 At Step 9, if the information entered has any issues, system shall popup a message to correct the information.	
2.2 User corrects the information and continue from step 8		
Alternate Path 3:		
	3.1 At step 12, System provides option to cancel the transaction	
3.2 User selects cancel	3.3 System returns the user to step 10 for entering the payment details	

Business Rules:

- Escrow accounts are based on each project.
- Customer should have prior approval from the manager before applying for an escrow account.
- Customer may hold one or more escrow accounts.
- Only Revision escrow accounts permit authorized users.
- Escrow account should be closed once the project has been completed.
- $5000/- should be deposited as an initial fund while opening a new escrow account for OT and revision type.
- $10000/- is the initial deposit for AFP escrow account type.
- System shall able to hold the imaged documents for the account.

Design:

- Required fields to open an Escrow account are dependent on Escrow account type.
- User is able to setup new escrow account types.
- System shall able to list the account types while opening an escrow account.
- User is able to print the statement and reports for a specific customer at any point of time.
- System shall able to send the notifications to the customer when there is a(n) activity/change in account status.

Security Requirement(s):

Data Retention: NA

Reports:

- Total Daily Cash Recap Report : Shall able to categorize the escrow transactions and print them as a group
- Daily escrow activity report: To be used for knowing the transactions and deposits done for the day.
- Escrow account statements: Statements of account with listing of all account activity and current balance.
- Daily online transaction batch statement: To be used for daily reconciliation of online transactions.
- Month end transaction detail: Provide month end fee distribution and accounting data.

Comments:

Dept Name: Building Department
Process Name: BD066-Finance-Escrow Account
Use Case Number: BD062
Created by (BA/BL/SME): Ashok Guthikonda, Nan Riepenhoff and Tammie Hicks

Use Case Name: Manage Escrow Account		
Level: User goal		
Description: Public Works Department staff wants to manage customer escrow account		
Precondition: Book Keeper already has a login/profile and is logged into system		
Primary Actor: Book Keeper		
Secondary Actor:		
Related Use Case(s): FD002-PopulateAddressInformation, -FD004-PopulatePersonInformation, FD005-PopulateCompanyInformation, Building - New Customer Escrow Account request – In person, BD060-Customer New Escrow Account request – Online, BD064-Process Refund Request		
Success: - User is able to deposit funds. - User is able to update Contact information. - User is able to update Authorized User information. - User is able to view Escrow activity. - User is able to de-activate an Escrow account.		
Actor	**System**	**Rate**
1. User selects to manage escrow account	2. System displays to enter company name or escrow account number	
3. User enter either company name or account number	4. System returns list of escrow accounts available for the customer	
5. User selects specific account	6. System displays detailed view of escrow account activities.	
	7. System also displays options to deposit funds, manage financial or authorized user contact information, or de-activate an account.	
8. User selects option to deposit funds	9. System prompts user for deposit of funds via credit card, cash, or check	
10. User selects the payment method and enter the payment information	11. System displays confirmation of transaction to be completed	
12. User confirms transaction	13. System Validates depending on the payment method and performs deposit and displays confirmation of receipt	
14. User selects to print the receipt	15. System prints the receipt	
16. User gives the receipt to the customer		
Alternate Path 1:		
	1.1 At step 4, if the information doesn't match any records, it displays no records match with the input data and shall return to step 2	
Alternate Path 2:		
	2.1 At step 13, if the payment process validation fails, system displays failure message and return the screen to step 6	

Alternate Path 3:		
	3.1 At step 11, system provides option to cancel transaction	
3.2 User selects cancel	3.3 System returns user to step 6	
Alternate Path 4:		
4.1 At step 8, User selects option to modify contact or authorized user information	4.2 System presents list of Authorized Users and Contact address	
4.3 User makes update to address or Authorized User information. i.e. changes person listed as Authorized User or updates existing person information	4.4 System validates required fields of data are complete and formatted properly.	
	4.5 System retains escrow account information	
	4.6 System sends change confirmation notification to the customer	
Alternate Path 5:		
5.1 At step 8, User selects option to de-activate escrow account	5.2 System checks the current status and prompt user to confirm the request	
5.3 User confirms the request	5.4 System checks and displays the possible refund amount. **Use Case :** Building – Process Refund Request	
	5.5 System changes the account status to In-Active	

Business Rules:

- At step 1, Book Keeper and finance can manage all escrow accounts
- At step 4.1, Authorized users can be maintained only in revision type escrow accounts

Design:

- (Step 10) If check option is selected, the system will prompt user for the amount and check # and require the check # to complete the transaction.
- (Step 10) The same check number can be used to apply the check towards several transactions in the system. Ie. A portion of the check may be applied to escrow and payment of a permit.
- (Step 4.3) In the event a Financial or Authorized User Contact is removed or modified, the system shall record in the audit trail the previous values, date/time of the change, and the user id that made the change.
- System is able to send notifications to the customer when changes are made to an account.

- Escrow account statement: Monthly statement with the detailed transactions
    - It has date of the actual inspection or revision
    - The number of the revision
    - Name of the inspector
    - Hours of Inspection

Audit Trail:

1. An audit trail entry will be made for modification of escrow account information.
2. Audit trail information will include User id, date/time, brief detail of transaction

Security Requirement(s):

- Levels of permissions amongst Book Keeper and Finance will need to be known once a solution has been identified.

Data Retention:

Reporting:

User managing the escrow account must be able to export, print, or email a detail or summary report of escrow activity by date range and by company.
Escrow report header information shall contain:

- Company Information
- Dept/Branch
- Account Manager
- Financial Contacts
- Escrow Account #

Escrow report detail information shall contain:

- Transaction Date
- Request #
- Permit #
- Revision #
- Project Name and/or Event Name
- Sub Project Name
- Address
- Transaction Amount
- Beginning Balance
- Ending Balance

Comments:

Dept Name: Building Department
Process Name: BD066-Finance-Escrow Account
Use Case Number: BD063
Created by (BA/BL/SME): Ashok Guthikonda, Nan Riepenhoff and Tammie Hicks

Use Case Name: Manage Escrow Account - online		
Level: User goal		
Description: Customer wants to manage an escrow account		
Precondition: Customer already has a login/profile and is logged into system		
Primary Actor: Customer		
Secondary Actor:		
Related Use Case(s): FD002-PopulateAddressInformation, FD004-PopulatePersonInformation, FD005-PopulateCompanyInformation, BD061-Customer New Escrow Account request – In person, BD060-Customer New Escrow Account request – Online		
Success: - User is able to deposit funds. - User is able to update Contact information. - User is able to update Authorized User information. - User is able to view Escrow activity.		
Actor	**System**	**Rate**
1. User selects to manage escrow account	2. System displays the accounts in the form of a list.	
3. User selects an account and clicks on view for a detailed information.	4. System displays detailed view of escrow account activities.	
	5. System also displays options to deposit funds, manage financial or authorized user contact information, or de-activate an account.	
6. User selects option to deposit funds	7. System prompts user for deposit of funds via e payment.	
8. User enters the credit card information and amount to deposit	9. System displays confirmation of transaction to be completed	
10. User confirms transaction	11. System Validates payment information, performs deposit and displays confirmation with a receipt to print.	
12. User selects to print the receipt	13. System prints the receipt	
	14. System returns to main screen	
Alternate Path 1:		
1.1 At step 8, user selects option to do a bank transfer		
1.2 User enters bank account information and amount to deposit.	1.3 Continue to step 9	
Alternate Path 2:		
	2.1 At step 11, if the payment process validation fails, system displays failure message and return the screen to step 6	
Alternate Path 3:		

	3.1 At step 09, system provides option to cancel transaction	
3.2 User selects cancel	3.3 System returns user to step 6	
Alternate Path 4:		
4.1 At step 6, User selects option to modify contact or authorized user information	4.2 System presents list of Authorized Users and Contact address	
4.3 User makes update to address or Authorized User information. i.e. changes person listed as Authorized User or updates existing person information	4.4 System validates required fields of data are complete and formatted properly.	
	4.5 System retains escrow account information	
	4.6 System sends change confirmation notification to the customer	

Business Rules:

- At step 1, User privileges are to be pre determined while giving online access.
- At step 4.1, Authorized users can be maintained only in revision type escrow accounts
- Any escrow account should not have a deficit value

Design:

- System shall send the escrow account statement automatically for every month
- Account activity viewed on the screen can be exported in to an excel spreadsheet or pdf.
- Account activity viewed on the screen can be printable at any point of time.

- Escrow account statement: Monthly statement with the detailed transactions
    - It has date of the actual inspection or revision
    - The number of the revision
    - Name of the inspector
    - Hours of Inspection

Audit Trail:

1. An audit trail entry will be made for modification of escrow account information.
2. Audit trail information will include User id, date/time, brief detail of transaction

Security Requirement(s):

- Levels of permissions amongst Book Keeper and Finance will need to be identified once a solution has been identified.
- Sensitive data entered into the system is encrypted for maintaining security

Data Retention:

Reporting:

User managing the escrow account must be able to export, print, or email a detail or summary report of escrow activity by date range and by company.

Escrow report header information shall contain:

- Company Information
- Dept/Branch
- Account Manager
- Financial Contacts
- Escrow Account #

Escrow report detail information shall contain:

- Transaction Date
- Request #
- Permit #
- Revision #
- Project Name and/or Event Name
- Sub Project Name
- Address
- Transaction Amount
- Beginning Balance
- Ending Balance

Comments:

Dept Name: Building Department
Process Name: BD066-Finance-Escrow Account
Use Case Number: BD064
Created by (BA/BL/SME): Ashok Guthikonda, Nan Riepenhoff and Tammie Hicks

Use Case Name: Process Refund Request from Escrow Account
Level: Summary (Longer than a single sitting)
Description: Customer submits closure and refund of escrow funds request
Precondition: User already has a login/profile and is logged into system
Primary Actor: Book Keeper
Secondary Actor: Finance, Customer
Related Use Case(s): BD061-Customer New Escrow Account request – In person, BD060-Customer New Escrow Account request – Online, BD062-Manage Escrow Account, BD063-Manage Escrow Account - online
Success: - Able to balance the escrow account to zero - Able to post refund submission in SAP - Able to issue Refund check against Non PO Item/Vendor request - Able to refund check issued to customer

Actor	System	Rate
1. User selects to manage escrow account	2. System displays to enter company name or escrow account number	
3. User enter either company name or account number	4. System returns list of escrow accounts available for the customer	
5. User selects specific account	6. System displays detailed view of escrow account activities.	
	7. System also displays options to deposit funds, manage financial or authorized user contact information, or de-activate an account.	
8. User selects option to de-activate and close the account	9. System checks the current status and prompt user to confirm the request	
10. User confirms the request	11. System displays to enter the reason for closure	
12. User enter the reason for closure and click to continue	13. System displays whether the amount is to "Transfer" to a new account or it to "Refund" by check.	
14. User selects to transfer the amount	15. System verifies for any outstanding payments against the current account	
	16. System calculates the eligible amount for transfer	
	17. System displays to enter the new account information to transfer the amount or create a new account.	
18. User enters the account information	19. System pulls the account information and validates whether the account is eligible for transfer	
	20. System records the information and send a	

	notification to the finance with the change information and keep the account status on "Hold"	
21. Finance review the information and approves the transfer of funds to the new account	22. System records the approval	
	23. System balance the amount to zero	
	24.	
	25. System changes the account status to "In-Active" and no further transactions are allowed.	
	26. System sends a notification with detailed change information as a report to the customer	
Alternate Path 1:		
	1.1 At step 4, system displays no account exists if the information entered is not matching and displays to re-enter the information	
1.2 User enters the details. Cont from step 4		
Alternate Path 2:		
	2.1 At step 9, system asks to confirm the request or to cancel	
2.2 User Selects cancel the request	2.3 System returns to the step 4	
Alternate Path 3:		
3.1 At step 14, user selects Refund by check	3.2 System verifies for any outstanding payments against the current account	
	3.3 System calculates the eligible amount for refund	
	3.4 System balance the amount to zero	
	3.5 System creates a Non PO payment request and send a notification to Finance for approval	
3.6 Finance approves the payment request		
3.7 Finance process refund check and update the system with the details	3.8 System records the information and is able to print a report with the details	
3.9 Finance prints the report and sends a copy to the customer along with the check.		
Alternate Path 4:		
4.1 At step 18, user enters to create a new account. Cont with use case: create escrow account – In Person	4.2 Cont step 20	
Alternate Path 5:		
5.1 At step 21, Finance contact customer if they need any clarification		

Alternate Path 6:		
6.1 At step 21, Finance review and deny the request	6.2 System displays to enter reason for denial	
6.3 Finance enters reason for denial	6.4 System records the information and sends a notification to the customer stating the request is denied and reason with it.	
6.5 Finance enters reason for denial		

Business Rules:

- Normally Funds will be transferred to new a New Escrow Account
- For refund check, customer shall request in writing.
- Finance may hold the transfer of amount if they have any issues.
- System shouldn't change anything on the account records unless it is approved from finance.

Design:

- At end of day all batch postings are recorded into SAP
- (Step 21) In the event of changes, the system shall record in the audit trail the previous values, date/time of the change, and the user id that made the change.
- System is able to send notifications to the customer when changes are made to an account.

Audit Trail:

1. An audit trail entry will be made for modification of escrow account information.
2. Audit trail information will include User id, date/time, brief detail of transaction

Security Requirement(s):

- Levels of permissions are needed to be known once a solution has been identified.

Data Retention:

Reporting:

Once the account is closed, system should send a detailed report with the change details
Escrow report header information shall contain:

- Company Information
- Dept/Branch
- Account Manager
- Financial Contacts
- Escrow Account #

Escrow report Line information shall contain:

- Transaction Date
- Request #
- Project Name and/or Event Name
- Sub Project Name
- Address
- Escrow Account # that was closed and also showing the status as "In-Active"
    - Reason for Closure
    - Who approved it
    - Amount transferred or refunded
        - If Transferred, new account details
        - If refunded, check number, date and amount

Comments: